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INFORMATION FOR CONTRIBUTORS / AVERTISSEMENT AUX AUTEURS

The **Bibliotheca Medica Canadiana** is a vehicle providing for increased communication among all health libraries and health sciences librarians in Canada. We have a special commitment to reach and assist the worker in the smaller, isolated health library. Contributors should consult recent issues for examples of the type of material and general style sought by the editors. Queries to the editors are welcome. Submissions in English or French are welcome.

La **Bibliotheca Medica Canadiana** a pour objet de permettre une meilleure communication entre toutes les bibliothèques médicales et entre tous les bibliothécaires qui travaillant dans le secteur des sciences de la santé. Nous nous engageons tout particulièrement à atteindre et à aider ceux et celles qui travaillant dans les bibliothèques de petite taille et les bibliothèques relativement isolées. Si vous désirez nous soumettre un manuscrit, vous êtes prié de consulter quelques livraisons récentes de la revue pour vous familiariser avec le contenu et le style général recherchés par la rédaction. La rédaction recevra avec plaisir vos questions et observations. Les articles en anglais ou en français sont bienvenus.

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INFORMATION FOR CONTRIBUTORS

MANUSCRIPTS

The editors of **Bibliotheca Medica Canadiana** welcome any manuscripts or other information pertaining to the broad area of health sciences librarianship, particularly as it relates to Canada.

Contributions should be submitted **in duplicate** and the author should retain one copy. Contributions should be **typed double-spaced** and **should not exceed six pages or 2100 words.** Pages should be numbered consecutively in arabic numerals in the top right-hand corner. Articles may be submitted in French or in English but will not be translated by the editors or their associates. Style of writing should conform to acceptable English usage and syntax; slang, jargon, obscure acronyms and/or abbreviations should be avoided. Spelling shall conform to that of the **Oxford English Dictionary**; exceptions shall be at the discretion of the editors. Contributors who wish to submit their work in machine-readable format should contact the editors in advance to ensure that compatible equipment is available in the editorial offices.

All contributions should be accompanied by a covering letter which should include the author's (typed) name, title and affiliations, as well as any other background information that the contributor feels might be useful to the editorial process.

REFERENCES

All references should be given in the Vancouver style; see **Canadian Medical Association Journal** 1985;132:401-5. Contributors are responsible for the accuracy of their references. Personal communications are not acceptable as references. References to unpublished works shall be given only if obtainable from an address submitted by the contributor.

ILLUSTRATIONS

Any illustrations or tables submitted should be black and white copy camera-ready for print. Illustrations and tables should be clearly identified in arabic numerals and should be well-referenced in the text. Illustrations and tables should include appropriate titles.

AVERTISSEMENT AUX AUTEURS

MANUSCRITS

Les rédacteurs de la **Bibliotheca Medica Canadiana** sont à la recherche de manuscrits ou d'autres renseignements portant sur le vaste domaine de la bibliothéconomie dans le contexte des sciences de la santé. Nous recherchons tout particulièrement des articles relatifs à la situation au Canada et à des thèmes d'actualité.

Les articles devraient être remis **en deux exemplaires** et l'auteur devrait en garder une copie. Les articles devraient être **dactylographiés à double interligne et ne devraient pas dépasser six pages ou 2100 mots**. Prière de numéroter les pages consécutivement en chiffres arabes en haut de la page à droite. Les articles peuvent être remis en français ou en anglais, mais ils ne seront pas traduits par la rédaction ni par les associés de la rédaction. Le style d'expression écrite se conformera à l'usage et à la syntaxe acceptables du français; il est préférable d'éviter l'argot, les sigles et autres abréviations obscures. L'ortographe se conformera à celle du **Robert**; les exceptions à cette règle seront à la discrétion de la rédaction. Les auteurs qui désirent remettre leurs manuscrits sous forme électronique devraient communiquer à l'avance avec la rédaction afin de s'assurer que l'équipement compatible est disponible aux bureaux de la rédaction.

Tout article devrait s'accompagner d'une lettre explicative fournissant les informations suivantes: nom de l'auteur (dactylographié), son titre et lieu de travail, ainsi que tout autre détail que l'auteur jugerait utile à la rédaction.

REFERENCES

Toute référence devrait être citée selon le style dit de Vancouver; voir le **Journal de l'Association médicale canadienne** 1985;132:401-5. Les auteurs sont responsables de l'exactitude de leurs références. Les communications de nature personnelle ne sont pas acceptables comme références. Il ne faut citer une référence à un ouvrage inédit que si ce dernier est disponible à une adresse indiquée par l'auteur.

ILLUSTRATIONS

Les illustrations et les tableaux doivent être en noir et blanc, et prêts à l'impression. Les illustrations et les tableaux doivent être clairement identifiés en chiffres arabes et avoir des renvois clairs dans le corps du texte. Les illustrations et tableaux doivent comporter des titres pertinents.

BIBLIOTHECA MEDICA CANADIANA NEWSGATHERING FORM

The editors welcome news items from members of the Canadian Health Libraries Association, or any news that may be of interest to members. Please feel free to copy this form in any way for submission, and to attach separate sheets for lengthy items.

APPOINTMENTS? Who
HONOURS? What
AWARDS? When
Where

PROMOTIONS? Who
MOVES? From
RESIGNATIONS? To
When

SEMINARS? What
WORKSHOPS? When
Where

PUBLICATIONS? What
BOOK REVIEWS? Where
Citation

ACQUISITIONS? What
GIFTS? Why
GRANTS? Amount
Donor

TRIPS? Who
LECTURES? Where
VISITORS? When
Why

From:

To:
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FROM THE EDITORS

This issue is intended to reflect the broad range of activities that our association has undertaken during the past year. You, the members, through your involvement and committment to our association in the form of joining task forces or committees, helping to plan conferences/workshops, or attending chapter meetings, have made CHLA/ABSC the dynamic and viable organization that it is today. As you read through this issue full of annual activity reports, you'll see what we mean.

Some of our members have taken on the new role of **BMC** Correspondent during this past year. These correspondents have kept us up-to-date on chapter activities and on members "who are on the move"! We hope that the chapters will consider making the **BMC** Correspondent an executive position and that they will remember to keep future editors current with the names of members filling this position.

The awarding of the first Student Paper Prize in Edmonton presented us with the opportunity to publish Lynda Baker's winning research paper is this issue. The program content of the Edmonton Conference consisted of many pertinent presentations on the theme "Health Information For All". Many of these papers will be published in subsequent issues of volume 12.

Readers will discover several inserts in this issue such as the brand new promotional CHLA/ABSC Brochure; a preview of the new CCHFA guidelines for hospital libraries; an order form for CHLA/ABSC's newest publication; and, an addendum to Fact Sheet #6.

As a new team of **BMC** editors takes over, we thank the Association for the opportunity that we have had to serve in this capacity -- it's been a very worthwhile experience!

Linda Wilcox
Editor
Exeter, Ontario

Jill Faubert
Assistant Editor
Sarnia, Ontario

PRESIDENT'S MESSAGE

Catherine Quinlan

Director, Health Sciences Library
Memorial University of Newfoundland
St. John's, Newfoundland

Returning to work after attending a conference has the potential to be a bit of a let down. Trying to get back into the daily routine after an exciting few days of listening to new ideas, learning about technological innovations and "networking" can be difficult. Certainly the pile of mail awaiting me upon my return to the office helped me get back into the swing of things after attending the 14th annual CHLA/ABSC conference in Edmonton just a few weeks ago. The Conference Planning Committee, co-chaired by Sandra Shores and Keith McLaughlin, must be congratulated not only for organizing such an exciting conference but for doing so with efficiency, good humour and enthusiasm.

The local organizing committee coped admirably with the usual headaches involved in organizing the conference while at the same time finding time to institute a number of "firsts" for the Association: the first conference to include a contributed papers session; and the first conference program (exclusive of CE courses) to run longer than two days. Both of these innovations were well-received by the conference attendees and will be repeated at CHLA/ABSC 1991.

The Edmonton conference was also the first time that each of the Student Paper Prize, the Honourary Life Membership, the Award of Outstanding Achievement, and the Tenth Anniversary Commemorative Award were presented in a single year. In previous years, the Board has been able to make one or two of these awards. Lynda Baker, a Ph.D student at the University of Western Ontario, received the Student Paper Prize and her winning entry is published in this issue of **BMC**. The Honourary Life Membership was awarded to Ann Manning, recently retired as Health Sciences Librarian at Dalhousie University, in recognition of her many contributions to CHLA/ABSC. The Tenth Anniversary Award was presented to the Windsor Area Health Librarians Association to support their union list activities. The Award of Outstanding Achievement was presented to Jan Greenwood in an effort to recognize her many contributions to the Association and to Canadian health sciences librarianship. A poem was written by one of Jan's colleagues to commemorate this event - surely another "first".

For those who were not able to attend the conference, this issue of **BMC** is full of

news about it. Read, enjoy and try to join us next year from June 15 to 20 in Hamilton.

While I will leave further news of the conference to **BMC**, I will take this opportunity to introduce you to the new Board members. The membership of the Board changes annually in order to ensure the continuing growth and development of the Association. This year, new Board members include: Susan Hendricks (President-Elect) from the Oshawa General Hospital Library; Leslie Sutherland (Secretary) from the J.W. Scott Health Sciences Library, University of Alberta; and Jill Faubert (Editor, **BMC**) from the Sarnia General Hospital Library. We are fortunate to have Linda Wilcox from South Huron Hospital rejoining the Board, this time as Director for Continuing Education. Obviously being a Board member cannot be all drudgery if people are willing to continue. Do bear that in mind when the call for nominations goes out next year!

Greeting new Board members also means saying good-bye to past Board members, all of whom, during the past two years, have become more than just acquaintances. Johann van Reenen's work as Director for Publicity/Public Relations is well-known to the membership with, among other activities, his development of the Association's eye-catching poster and brochure. His good humour and infectious laugh made even the longest Board meetings enjoyable. Joanne Marshall was very active as Director for Continuing Education, in addition to providing the impetus for the establishment of the CHLA/ABSC Student Paper Prize which was awarded this year for the first time. Joanne's experience and interest in education and health sciences librarianship made her a valuable member of the Board. Bill Maes completed a five-year stint on the Board this year having worked as Treasurer (1985-87), President-Elect (1987-88), President (1988-89) and Past President (1989-90). Bill's contributions to CHLA/ABSC are wide-ranging and numerous, but had one common element in that they all focused on raising the profile of health sciences librarians in their institutions. All of these people have worked long and hard to serve you, the members, and I know that you join me in recognizing and thanking them for their contributions to our Association.

I am quickly running out of space and have yet to mention the **Sourcebook of Canadian Health Statistics** authored by Tom Flemming and Diana Kent which was available for sale at the conference (now available from the Secretariat), the Association's new brochure, or the proposed CHLA/ABSC Banff-Jasper relay team. With such an active Association, it is obvious that I will have no lack of topics to write about during the coming year.

I am very much looking forward to my year as President and would like to encourage you to keep in touch either through your chapter president or by contacting any member of the Board. The Association thrives through the contributions and activities of its members; all of us have a part to play in ensuring the continued success of CHLA/ABSC.

UN MESSAGE DE LA PRESIDENTE

Catherine Quinlan

Chef de la bibliothèque des sciences de la santé
Memorial University of Newfoundland
St. John's, Newfoundland

Au retour d'une conférence, après quelques journées passées à entendre de nouvelles idées, à apprendre au sujet de la gestion des réseaux et autres technologies de pointe, la routine du travail quotidien n'a pas le même attrait. Mais la pile de courier sur mon bureau m'a vite fait revenir à la réalité après la 14ème conférence annuelle de l'ABSC/CHLA. Le comité d'organisation de la conférence d'Edmonton, présidé conjointement par Sandra Shores et Keith McLaughlin, doit être félicité, non seulement pour avoir présenté une conférence aussi stimulante, mais pour l'avoir fait d'une manière efficace, avec enthousiasme et bonne humeur.

Le comité d'organisation a très bien réussi à surmonter les obstacles inhérents à la préparation d'une conférence tout en ayant le temps d'instituer plusieurs "premières" pour l'Association. Première conférence avec une session d'articles invités; première conférence d'une durée de plus de deux jours (excluant les cours d'éducation permanente). Les participants ont bien apprécié ces deux innovations et elles seront répétées pour la conférence de 1991.

La conférence d'Edmonton a aussi été la première où tous les prix de l'Association ont été décernés. Par les années passées, seulement un ou deux prix avaient pu être offerts par l'exécutif. Lynda Baker, étudiante au doctorat à l'Université de Western Ontario, a reçu le Prix du meilleur devoir d'étudiant et son essai est publié dans ce numero de **BMC**. L'Adhesion à vie des membres honoraires a été décernée à Ann Manning, récemment retirée de son poste de chef de la Bibliothèque des Sciences de la Santé à l'Université de Dalhousie, pour toutes ses contributions à notre association. Le Prix commémoratif du dixième anniversaire a été présenté au groupe de Windsor (Windsor Area Health Librarians Association) pour les aider à créer un catalogue collectif de leurs périodiques. Le Prix d'excellence a été décerné à Jan Greenwood en appréciation de tout son travail pour l'association et pour la cause de la bibliothéconomie des sciences de la santé au Canada. Une des collègues de Jan a même composé un poème en son honneur pour cette occasion -- sûrement une autre "première"!

Pour ceux d'entre vous qui n'ont pas pu venir à Edmonton, ce numéro du **BMC** est

rempli d'articles en provenance de la conférence. A vous de prendre plaisir à cette lecture et peut-être vous joindrez-vous à nous, à Hamilton, du 15 au 20 juin prochains.

Je laisse au **BMC** le soin de vous donner plus de détails au sujet de la conférence et je veux ici vous présenter les nouveaux membres de l'exécutif. A chaque année il y a un roulement des membres de l'exécutif pour assurer la croissance et le développement de l'association. Cette année, les nouveaux membres sont: Susan Hendricks (vice-présidente) du Oshawa General Hospital; Leslie Sutherland (secrétaire) de la J.W. Scott Health Sciences Library à l'Université de l'Alberta; et Jill Faubert (directrice, **BMC**) du Sarnia General Hospital. Nous sommes très heureux de garder Linda Wilcox du South Huron Hospital, qui change de poste pour combler celui de Directrice à l'éducation permanente. Il semble évident que le travail de membre de l'exécutif ne peut être si pénible si les membres veulent continuer d'en faire partie. Ne l'oubliez pas au moment du prochain appel aux candidatures!

Lorsque nous acceptons de nouveaux membres à l'exécutif nous devons aussi dire au revoir aux membres sortants qui, après avoir travaillé ensemble pendant deux ans, sont devenus de bons amis. Johann van Reenen qui était le Directeur aux relations publiques, est bien connu des membres de par, entre autres activités, la production de l'affiche et de la brochure de l'association. Les longues réunion de l'exécutif nous ont semblé plus courtes grâce à sa bonne humeur et à son rire contagieux. Joanne Marshall a pleinement réalisé son rôle de Directrice à l'éducation permanente en plus d'avoir aidé à établir le Prix du meilleur devoir d'étudiant, qui a été décerné pour la première fois cette année. Son expérience et son intérêt dans les questions d'éducation ont fait de Joanne un membre estimé de l'exécutif. Bill Maes termine cinq années de service sur l'exécutif après avoir été trésorier (1985-87), Vice-président (1987-88), Président (1988-89) et Président-sortant (1989-90). Les nombreuses contributions de Bill à notre association ont toutes un facteur commun: elles visaient à élever, au sein de leurs institutions, le profil des bibliothécaires des sciences de la santé. Toutes ces personnes ont travaillé longuement et très fort pour vous servir, et je sais que vous vous joignez à moi pour les remercier de leurs maints efforts pour le bien de notre association.

Mon discours s'étire et je n'ai pas encore mentionné le **Sourcebook of Canadian Health Statistics** par Tom Flemming et Diana Kent qui était en vente à la conférence et sera désormais vendu par notre secrétariat. De plus, l'association a une nouvelle brochure et on nous propose une équipe de course à relais entre Banff et Jasper! Avec un organisme aussi actif je n'aurai aucune peine à écrire sur des sujets variés pendant l'année à venir.

J'envisage avec plaisir mon année en tant que présidente et je voudrais vous encourager à garder le contact en communiquant soit avec le président de votre groupe local, soit avec un des membres de l'exécutif. L'association prospère grâce aux contributions et aux activités de ses membres; nous avons tous une part à jouer pour assurer le succès de l'ABSC/CHLA.

CHLA/ABSC FOURTEENTH ANNUAL GENERAL MEETING
EDMONTON, ALBERTA
JUNE 12, 1990

1. CALL TO ORDER AT 3:07 P.M.

1.1 ADDITIONS TO THE AGENDA

It was noted that point 2.2.2 should read CHA/MIS Guidelines instead of CHLA/MIS Guidelines.

1.2 ADOPTION OF MINUTES OF THE 13TH ANNUAL GENERAL MEETING

Adopted without amendment. Moved by W. Fraser. Seconded by J. Van Reenen. Carried.

2. PRESIDENT'S REPORT

D. Dryden expressed the Board's appreciation to K. McLaughlin and S. Shores and the organizing committee for the excellent work that they did in preparing for this conference.

2.1 BOARD MEETINGS

Four Board meetings were held during the last year. The post conference meeting was held in Ottawa. Other meetings were held in St. John's (Oct. 1989), Calgary (Feb.1990) and Edmonton (June 1990). The Board developed new initiatives this year in order to make the expertise of the Association members more visible. A promotional brochure was developed and will be distributed to hospital administrators across the country. A Student Paper Prize was initiated by J. Marshall to stimulate interest in health librarianship. The **Sourcebook of Canadian Health Statistics** was published.

2.2 TASK FORCES

2.2.1 STANDARDS FOR HEALTH FACILITY LIBRARIES

J. Greenwood announced that the Task Force had been officially disbanded on Saturday, June 9. She thanked the members of the Task Force (Kathy Eagleton, Verla Empey, Dorothy Fitzgerald and Anitra Laycock) for all the work that they had done. She announced that the Board had asked her to serve as a liaison with CCHFA for the coming year. She explained that CCHFA will be working with the Long Term Care Standards during the next year and that they will be coming back to CHLA/ABSC

for its opinion. She asked the members to read the entire document that CCHFA will be publishing.

2.2.2 CHA/MIS GUIDELINES

S. Hendricks reported that the CHA/MIS Task Force conducted an exploratory study on workload measurement systems on libraries. Twenty-five libraries representing each of the hospital libraries specified in the CHLA/ABSC 1989 Standards took part in this project. A lot of worthwhile and important information was learned.

2.3 PUBLICATIONS

2.3.1 FACT SHEETS

Seven Fact Sheets have been produced to date. Two more will be produced in the near future.

2.3.2 CANHEALTH

Canhealth has been declared out-of-print. A call asking for volunteers that would like to work on updating it will appear in a future issue of **BMC**.

2.3.3 SOURCEBOOK OF CANADIAN HEALTH STATISTICS

The Sourcebook has been published. The cost is $35.00 for members and $45.00 for non-members. CHLA/ABSC will be marketing the Sourcebook to health, public, and government libraries in addition to epidemiologists and other appropriate people.

2.4 AWARDS

2.4.1 J. Greenwood received the award for outstanding achievement.

2.4.2 HONOURARY LIFE MEMBER

This award was given to Ann Manning.

2.4.3 TENTH ANNIVERSARY

The Tenth Anniversary Award was won by the Windsor Area Health Libraries Assoc.

2.4.4 STUDENT PAPER

Lynda Baker won the Student Paper Prize.

2.5 MLA - CHLA/ABSC RELATIONS

Patrick W. Brennen, the Director of Libraries from the Medical College of Wisconsin, represented MLA during the conference.

2.6 INTERLIBRARY LOAN COMMITTEE

W. Maes reported on the work that this committee has completed to date. The committee was able to identify the major ILL problems that people are facing. Union lists were cited as being important in expediting ILL transactions. The ILL Committee will investigate the feasibility of creating an on-line Bulletin Board for immediate interim posting of changes in lists, etc. Other problems identified were ILL verification, ILL charges, turnaround time, ILL software packages. The ILL Committee members have agreed to do the following: K.Mikoski is finalizing a "Fact Sheet" on interlibrary loans. D. Dryden will prepare an article on the questionnaire responses for **BMC**. W. Maes will collect copies of formal and informal ILL agreements to be used in preparing the manual.

3. TREASURER'S REPORT

3.1 FINANCIAL STATEMENT

Treasurer V. Ludwin reported that CHLA/ABSC's auditor, Mr. Kimmerly is satisfied with the way that the finances of the association are being managed. She then explained the statement of income and expenditures that was prepared by the auditor. CHLA/ABSC has invested some of its money during the last year. $10,345.00 was invested in a Treasury Bill; it will mature Oct. 12 at $11,000.00. $4,604.00 was invested in an Ontario Hydro strip coupon; it will mature on June 16, 1992 at $5,925.00. $5,000.00 was invested in a GIC bill; it will mature Oct. 1990 ($536.00 interest will accrue for one year).

D. Crawford wanted to know why the auditor's fees increased from $800.00 to $1000.00. V. Ludwin explained that the increase was a Board decision based on the amount of work involved and an attempt to fairly compensate the auditor. It was noted that this amount is well below the market value for an auditor's services.

3.2 APPOINTMENT OF AUDITOR

V. Ludwin moved that Mr. Kimmerly be appointed auditor for 1990/91. L. Sutherland seconded. Motion carried.

4. BY-LAWS

D. Dryden informed the membership that the Board is currently revising the by-laws. She asked members interested in helping revise the by-laws to come forward.

5. NOMINATIONS AND ELECTIONS COMMITTEE REPORT

W. Maes thanked the candidates who allowed their names to stand for election to the Board. The following people have been elected to the Board.

S. Hendricks	(President-Elect)
L. Wilcox	(Continuing Education Coordinator)
L. Sutherland	(Secretary)

W. Maes moved the dissolution of the committee and the destruction of the ballots. S. Higgins seconded. Motion carried.

6. CONTINUING EDUCATION REPORT

J. Marshall thanked the local arrangements committee for the number of CE courses that were planned. She informed the membership that a teleconference had taken place during the conference updating CHLA/ABSC members who could not attend the conference of events that had taken place. J. Marshall acknowledged J. Bayne for having moderated all of CHLA/ABSC's Teleconferences during the last year. J. Marshall said that she had been working on developing guidelines for CE Course Development. The guidelines should be available in the next year.

7. PUBLIC RELATIONS/MEMBERSHIP REPORT

J. van Reenen noted that the visibility of the Association has increased tremendously during the last year through such activities as the Fact Sheets, the CHA/MIS Task Force, the CHLA/ABSC poster, etc. He thanked D. Davey for the support that she gave him during the last year.

8. BMC REPORT

L. Wilcox said that the editors of **BMC** have compiled a **BMC** manual that will be passed on to future editors. She announced that the incoming editor is Jill Faubert, and Diane Jewkes has been appointed assistant editor. She acknowledged the help she received from Claire Callaghan, David Le Sauvage, Michelle Leblanc-Poitras, Suzanne Maranda, and Bruna Ceccolini.

9. CHAPTER REPORTS

The chapter presidents agreed to forgo reading their chapter reports at the AGM. D. Dryden introduced the incoming presidents. She also reminded chapters that they should be exchanging newsletters with other chapters. CHLA/ABSC will cover the mailing costs, if necessary.

10. HSRC ADVISORY COMMITTEE REPORT

C. Kelly reported that three meetings were held last year. She reported that changes in CISTI and NRC will result in a move towards cost recovery for their services. D. Dryden announced that Marianne Bruce is CHLA/ABSC's new representative to the HSRC Advisory Committee.

11. OHLA REPORT

Margaret Darling outlined some of OHLA's activities during the last year, including their annual conference which was held in conjunction with the OHA Conference.

12. 1991 CONFERENCE REPORT

D. Fitzgerald announced that plans for CHLA/ABSC's 15th Annual Conference to be held in Hamilton, Ontario are underway. The title of the conference is "New Directions". She asked everyone to complete the 1991 Planning Questionnaire that was submitted by the conference planning group.

13. OTHER BUSINESS

Lois Wyndham won the Air Canada ticket.

14. TRANSFER OF CHAIR

D. Dryden acknowledged the work done by W. Maes, J. Marshall, and J. van Reenen, the three Board members whose terms are finished. She also thanked L. Wilcox, who served as editor of **BMC**, Dorothy Davey as the Secretariat, and the Edmonton Conference Planning Committee.

D. Dryden transferred the chair to C. Krause-Quinlan.

15. ADJOURNMENT

L. Starr moved the meeting adjourned.
The meeting was adjourned at 4:30.

FINAL REPORT FROM THE CHLA/ABSC TASK FORCE ON HOSPITAL LIBRARY STANDARDS

Jan Greenwood, Chair

The following is based on an oral presentation to the Board at a meeting on June 9, 1990 at which the Task Force was dissolved. This also constitutes my final **BMC** report from the Task Force and I would like to take the opportunity to thank many readers for their helpful feedback, and to remind all hospital librarians that issues pertaining to standards and accreditation will continue to arise and will demand your diligent consideration if health facility libraries are to remain a vibrant, accredited service.

1. BACKGROUND INFORMATION

It is with mixed emotion that I present to the CHLA/ABSC Board at its meeting of June 9, 1990 the final report of its Task Force on Hospital Library Standards which was established in November 1986.

For the record, I would like to remind the Board members that the Terms of Reference for the Task Force were published in the **Standards For Canadian Health Care Facility Libraries**, 1989 and in **BMC** 1987;9(1):10-2, and that the activities of the Task Force were also documented in the CHLA/ABSC Standards (pp. 2-6) and in regular **BMC** columns.

Although the Task Force was originally to have been dissolved in June 1989, following publication of the **CHLA/ABSC Standards**, the decision by the Canadian Council on Health Facilities Accreditation (CCHFA) to undertake a comprehensive two-year Standards Review Project extended the life of the Task Force so that it could serve as the liaison between the Association and CCHFA's Standards Review Project.

The Task Force is pleased to report that it has now:

1. Fulfilled its Terms of Reference, with the exception of two proposed functions: 4.4 and 4.5.

   4.4 To seek endorsement of appropriate health associations for the revised standards.

   The CHLA/ABSC Board has since determined that it is inappropriate for the Association to seek outside endorsement of its own professional standards (see 4.3 below).

   4.5 To establish a mechanism for regularly revising the standards for hospital libraries in Canada.

   While the Task Force recommends strongly that such a mechanism be developed, it believes that this task falls more properly within the mandate of the Board.

2. STANDARDS FOR CANADIAN HEALTH CARE FACILITY LIBRARIES, 1989

2.1 Approximately at the time that the **CHLA/ABSC Standards** were published, CCHFA began its Standards Review Project and decided to alter radically the format of its descriptive standards. It is for this reason that there is a significant disparity in format between the CHLA/ABSC descriptive standards and those which are pending publication by CCHFA.

2.2 The **CHLA/ABSC Standards** were published according to schedule for adoption by the Board at its June 27, 1989 meeting in Ottawa.

2.3 The **CHLA/ABSC Standards** received an excellent review in the **BULL MED LIBR ASSOC** 1990 Jan; 78(1):82-83.

2.4 Dorothy Davey reports that sales for the document have been good and have included orders from other countries.

3. CCHFA NATIONAL ORGANIZATIONS MEETINGS

3.1 The Task Force has enjoyed extensive communications with CCHFA during the Standards Review Project and this has culminated in the attendance of the Chair at two National Organizations Meetings sponsored by CCHFA.

3.2 The Ontario Medical Association funded the CHLA/ABSC representation at the December 6, 1989 meeting in Ottawa; CHLA/ABSC has, for the second, been billed for one night's accommodation and a return flight between Toronto and Ottawa.

3.3 The National Organizations Meetings proved useful for making contact with other professional organizations and, particularly, for gaining a broader perspective on the Standards Review Project.

4. CURRENT STATUS OF THE CCHFA 1991 STANDARDS

4.1 Printing of the standards for acute and long term care facilities is now pending; CCHFA anticipates a publication date of September 1, 1990.

4.2 CCHFA standards for mental health and rehabilitation, as well as an interpretation for small facilities, will be published late 1990 or early 1991.

4.3 The Standards Review Project is currently reviewing the nineteenth draft; it is worth noting that the National Organizations have seen only two or three of these drafts, and then only those portions pertaining to the particular service of each.

4.3.1 CCHFA proposes to request the assistance of the National Organizations in weighting all of the standards in relation to one another.

4.4 Highlights of the proposed CCHFA 1991 standards are as follows:

4.4.1 Discontinuation of accreditation standards for a separate quality assurance (QA) service; the responsibility for QA now rests squarely with each individual service.

N.B. CCHFA will be seeking from the National Organizations ways of making the QA standards for each accredited service more relevant and practical; significantly, and in apparent contradiction, CCHFA has decided since its March 1990 draft to omit reference to specific standards for National Organizations.

4.4.2 Introduction of the concept of risk management.

4.4.3 Growing emphasis upon outcome measures rather than structure and process; CCHFA will definitely be giving greater credence to the former.

4.4.4 Contrary to information given at the December 6, 1989 National Organizations Meeting, CCHFA has decided to include "Educational Services" in its 1991 standards.

4.4.5 For the first time the professional qualifications of librarians are specified in Standard II.

4.4.6 CHLA/ABSC is cited as one of the regulatory agencies for space, equipment and supplies in Standard IV.

4.4.7 The managerial responsibilities of the heads of library services are clearly spelled out and parallel precisely those of the heads of other services.

The greatest disappointment for the Task Force in terms of the proposed new generic standards is CCHFA's implacability in the face of repeated requests to include a standard specifying a reporting structure for libraries. Apparently the only exception to the rule will be for "Nursing Services". On the other hand, great gains have been made in recognizing the professional qualifications of librarians and their significant managerial responsibilities, as well as one indirect and one explicit reference to CHLA/ABSC.

5. RECOMMENDATIONS

The Task Force recommends to the Board that:

5.1 CHLA/ABSC continues to appoint annually a member to represent the Association at CCHFA's National Organizations Meetings and otherwise to serve as liaison with CCHFA.

5.2 A mechanism be found for reviewing annually the **CHLA/ABSC Standards** in relation to those of CCHFA which are to be revised annually. (This is important in relation to 4.3.1 above).

5.3 CHLA/ABSC give special and immediate consideration to the implications for libraries posed by the new emphasis upon risk

management and outcome measures.

5.4 It explores further the possibility of publishing the **CHLA/ABSC Standards** in French.

5.5 Companion documents to the **CHLA/ABSC Standards** be developed in accordance with the Task Force's earlier recommendations (**CHLA/ABSC Standards**, p. 6).

5.6 It promote vigorously the **CHLA/ABSC Standards** among health facilities in Canada.

5.7 The CHLA/ABSC Task Force on Hospital Library Standards be dissolved upon this date.

6. THANKS AND ACKNOWLEDGEMENTS

In recommending to the Board that it dissolve the Task Force, I would like to conclude by thanking the Board for its unstinting commitment and support and the Chapter Presidents for orchestrating time and again a significant and sometimes overwhelming response from hospital librarians throughout Canada.

Some of our U.S. colleagues should not be forgotten, especially the New York librarians, including Ursula Poland, who were so generous in allowing the Task Force to adapt their Assessment Form (**CHLA/ABSC Standards**, Part V). The Canadian Council on Health Facilities Accreditation must be commended for encouraging participation in its continuing review process. I am also personally very grateful to my own organization, the Ontario Medical Association, without whose support I could not have chaired this Task Force.

Last, but not least, I would like to thank my fellow Task Force members whose intelligent consideration, humour and stamina turned what was potentially a harrowing and tedious experience into an illuminating and stimulating challenge.

All of which is respectfully submitted.

Jan Greenwood
Chair, CHLA/ABSC Task Force on Hospital Library Standards

POSTSCRIPT: APPROVAL OF STANDARDS FOR "LIBRARY SERVICES"

The CCHFA standards for "Library Services" have now received committee approval for publication in the CCHFA Guides for Acute and Long Term Care to be released September 1, 1990. The final draft of these standards is being circulated with this issue of **BMC** which will give librarians a headstart on coming to grips with the new format and content before the standards take effect in 1991. Health facilities, and particularly those undergoing accreditation next year, will be faced with the

challenge of ensuring that all departments understand these changes. Librarians who are fully conversant with the CCHFA Standards Review Project (for relevant documentation, see background information above) and the form and intent of the new standards may prove to be an invaluable resource to their hospital administrators. It is important, however, that librarians read, not only the standards for "Library Services", but also critical portions of the Guide when it is published in its entirety. By so doing they will gain a better understanding of the broad context. It is important to understand that each National Organization participating in the CCHFA Standards Review Project has been given only its own standards to review.

Another way in which librarians can enhance the accreditation process for libraries is to ensure that every CCHFA surveyor in their institutions has a copy of **CHLA/ABSC's Standards for Canadian Health Care Facility Libraries, 1989**. Verla Empey, Wellesley Hospital, Toronto, and a member of the Task Force, makes a point of donating a personal copy of the **CHLA/ABSC Standards** to each CCHFA surveyor in her institution. She was therefore delighted to hear recently from a Quebec hospital librarian who had just received a visit from a CCHFA surveyor from the Wellesley; apparently the surveyor arrived clutching a copy of our professional standards! Other CHLA/ABSC members might take a leaf from Verla's book, as it were; it may be the best $15.00 (+ $2.50 handling) you ever spend! Do you know who the CCHFA surveyors in your institution are?

Although the Task Force has now been disbanded, some tasks pertaining to the Standards Revision Project are still pending: the development of interpretive guidelines for small health care institutions, and standards for mental health and rehabilitation facilities. Any CHLA/ABSC members in rehabilitation or mental health facility libraries who would be interested in participating in this review process should contact me at the OMA Library.

In future CCHFA will be revising its Guides annually, a process which will place great demands on small organizations like CHLA/ABSC but which will also offer hospital librarians opportunities for continually improving the standards to ensure that they reflect the ever-changing information environment. There is no question in my mind that health librarians will continue to give as generously of their time and expertise as they have to date.

JG

REPORT OF THE CHLA/ABSC TASK FORCE ON THE CHA/MIS GUIDELINES

Jennifer Bayne, Co-chair
Manager of Library Services
Toronto General Hospital
Toronto, Ontario

UPDATE ON PILOT PROJECT TIME-STUDY CONDUCTED BY THE CHLA/ABSC TASK FORCE ON THE CHA/MIS GUIDELINES

One of the mandates of the Task Force on the CHA/MIS Guidelines is to develop and recommend practical guidelines and standard formulae to assist health care librarians in implementing workload measurement systems.

In an attempt to do so, a pilot study was undertaken in which twenty-three hospital librarians participated. They represented a cross-section of institutions in categories A-D as outlined in the **Standards for Canadian Health Care Facility Libraries.** The time study was carried out over a period of ten consecutive working days from February 12 to March 2, 1990, and involved keeping detailed time records for library activities - grouped under the headings of Information Services, Support/Clerical Services, Document Delivery, Collection Development & Maintenance, and Management & Administration.

Test sites were sent a set of time recording sheets, definitions of terms and instructions. Eighteen sites completed the project and sent results back to Task Force members for tabulation and analysis, together with some very helpful observations and suggestions. As an exploratory study, the pilot project was useful in pointing out areas for change in time-sheet design and project implementation.

Arriving at an average time for any of the activities was not feasible. This was due primarily to confusion and inconsistencies in recording. Some sites recorded times for specified numbers of items (e.g. # of books shelved), while others recorded an activity as a whole (e.g. shelving). Through their comments, librarians indicated that the time sheets were too detailed for some activities and not specific enough for others. This resulted in overlooked activities being added to other areas inconsistently. At some of the smaller test sites, an activity could not be completed enough times for the data to be statistically significant. Finally, Task Force members recognized that with the number of sites involved and activities to be recorded, time needed to conduct the study was a major barrier to compliance.

Several ideas emerged from this exploratory study which will be useful in designing the next. These include:

1. Keep the number of test sites small in order to work with each as closely as possible in identifying problems and questions early on.

2. Identify one or two relatively straightforward activities to study initially. This would be less onerous for test sites to complete and would also permit greater control over activities recorded.

3. Concentrate more on obtaining a useful sample size than on the time frame covered. This would mean that some sites would necessarily take longer than others to record completion times for a specific number of items or activities.

4. Give test sites some guidelines on what kinds of activities to record but also giving them the option to identify others or eliminate some if deemed appropriate.

5. Define all activities to be recorded in more detail.

The Task Force members would like to thank all the sites who participated in this exploratory study. A great deal was learned from it and we appreciate the time and effort taken in recording the myriad of activities that go on in the library and in the comments that were forwarded to us.

If anyone has any further suggestions or comments that they would like to make regarding the project or the Task Force progress to date, or would like to be considered as a test site for the next study, please do not hesitate to contact Task Force members.

TREASURER'S REPORT

Vivian Ludwin

The audited financial statements prepared by Mr. Ken Kimmerly, C.A., and presented to the membership at the Annual General Meeting in Edmonton, are printed here for your information.

The two columns cannot be directly compared, because 1989 was the first year of the new financial year for the Association, running from January 1 - December 31. Before this, the financial year ran from June 1 to May 31, and the eighteen month period from June 1, 1987 - December 31, 1988 represents the "catch-up" period necessary to institute the new financial year.

In Statement III, which details the income and expenses for 1989, there are several items which warrant further explanation:

Conference Income: This is the revenue from the 1989 conference in Ottawa. It is the conference income that allows CHLA/ABSC to be involved in special projects such as the task forces, and to produce non cost-recovery promotional materials, e.g. posters, and the brochure "We Have Answers".

Sundry Sales: This includes the sale of such items as the Standards document, the Flower Report, label sets, back issues of **BMC**.

Interest Earned: Bank interest and interest from the two year term deposit.

Printing and Postage: Includes publishing and printing of **BMC** and the Standards document, and miscellaneous items such as printing for the elections.

Board Travel: These expenses covered two board meetings, in Victoria and St. John's, the pre-and post conference board meeting expenses in Ottawa, and the President's attendance at the Association of Canadian Medical Colleges Meeting in Winnipeg.

Task Forces Travel: These expenses covered meetings of the Hospital Library Standards and MIS Task Forces, as well as attendance at the ILL Committee meetings.

Course Expenses: Expenses incurred in the preparation of the CHLA/ABSC sponsored course on "Sources of Canadian Health Statistics".

Promotion Expenses: Although the Association does recover some of the costs for promotional items by the sale of such items as the T-shirts and the note pads, the expenses still exceed the income quite considerably. However, the purpose of the promotional items is to enhance awareness of the Association and the activities of its members, and as such, the Board considers that expenses incurred for promotion are fully justified.

Secretariat: Expenses incurred by the Secretariat in fulfilling such tasks as the maintenance of the membership database, initial receipt of all money, correspondence,

sale of CHLA/ABSC items, creation of the membership directory, postage, ENVOY, photocopying, and storage of CHLA/ABSC material.

Sundry: Includes such items as the contribution to CLA Don't Tax Reading Coalition, and the Corporations Act filing.

GENERAL COMMENTS:

Investments: At the end of 1989, there was a cash balance of $38,078.00, some of which has been invested in a T-Bill and Strip Coupon in order to generate a better yield of interest than can be achieved in the bank.

Continuing Education Course Receipts: Last year CHLA/ABSC was certified by the Ministry of Employment and Immigration as an educational institution. As a result, tuition fees for continuing education courses given at the annual conference may be claimed on members' income tax returns, as long as 1) the total amount of the course(s) exceeds $100.00 2) the course fee(s) were not paid by the employer. Because this was only finalized at the end of 1989, for 1989 we were only able to issue the receipts in time for tax filing. This year, the receipt was included with the registration package, which allows the members either to claim reimbursement immediately from employers, or later as part of the 1990 tax return.

Should you have any questions concerning the auditor's statements or any of the comments above, please do not hesitate to contact me.

AUDITOR'S REPORT

KENNETH D. KIMMERLY

CHARTERED ACCOUNTANT

10 RUSSELL ROAD

ETOBICOKE, ONTARIO M9P 3G5

To the Members of the Canadian Health Libraries Association:

I have examined the Statement of Financial Position of the Canadian Health Libraries Association as at December 31, 1989 and the statements of Capital, and Income and Expenses for the year then ended. My examination included a general review of the accounting records and other supporting evidence as considered necessary in the circumstances.

In my opinion, these financial statements present fairly the financial position of the Association as at December 31, 1989 and the results of its operations for the year then ended, in accordance with generally accepted accounting principles applied on a basis consistent with that of the preceding year.

K.D. Kimmerly
Chartered Accountant

Etobicoke, Ontario
May 25, 1990

CANADIAN HEALTH LIBRARIES ASSOCIATION **STATEMENT I**
STATEMENT OF FINANCIAL POSITION
AT DECEMBER 31, 1989

	DECEMBER 31, 1989 $	DEC 31,1988 $
Assets		
Cash in Banks	38,078.63	17,914.09
Accounts Receivable	3,335.56	16,783.48
Term Deposit	5,637.39	5,197.10
Advance - Conferences	700.00	2,000.00
Prepaid Expenses	471.49	1,920.43
	48,223.07	43,815.10
Microcomputer	7,476.81	7,476.81
Exhibition Screen	812.00	812.00
	8,288.81	8,288.81
Less Depreciation	5,853.55	3,418.30
	2,435.26	4,870.51
Total Assets	50,658.33	48,685.61
Liabilities		
Accounts Payable	1,000.00	800.00
	1,000.00	800.00
Capital		
Per Statement II	49,658.33	47,885.61
Total Liabilities and Capital	50,658.33	48,685.61

CANADIAN HEALTH LIBRARIES ASSOCIATION **STATEMENT II**
STATEMENT OF CAPITAL
AT DECEMBER 31, 1989

	YEAR ENDING DEC. 31, 1989 $	EIGHTEEN MONTHS ENDING DEC. 31, 1988 $
Opening Balance	47,885.61	49,504.20
Adjustment from Prior Period	200.00	66.09
	47,685.61	49,438.11
Less: Excess of Expenses Over Income - Statement III	-	1,552.50
Add: Excess of Income over Expenses - Statement III	1,972.72	-
Balance December 31st	49,658.33	47,885.61

CANADIAN HEALTH LIBRARIES ASSOCIATION **STATEMENT III**
STATEMENT OF INCOME AND EXPENSES
FOR THE YEAR
ENDING DECEMBER 31, 1989

	YEAR ENDING DEC. 31, 1989 $	EIGHTEEN MONTHS ENDING DEC. 31, 1988 $
Income		
Membership Dues	20,604.24	33,395.16
Conference Income	21,261.16	26,503.79
Membership Lists	-	725.00
Royalties - Canhealth	-	219.67
Sundry Sales - Publications	3,719.43	614.95
Interest Earned	2,413.16	3,050.04
Total Income	47,997.99	64,508.61
Expenses		
Printing and Postage	16,319.91	36,883.65
Translation	-	425.92
Travel and Meetings	11,888.51	12,719.02
Task Force	4,875.01	3,756.84
Audit Fee	1,000.00	800.00
Course Expenses	947.00	-
Promotion Expenses	2,487.89	-
Depreciation	2,435.25	2,244.60
Secretariat	5,287.94	6,903.75
Computer Supplies	113.40	558.59
Bank Charges	303.68	550.38
Sundry	366.68	1,218.36
Total Expenses	46,025.27	66,061.11
Excess of Expenses Over Income	-	1,552.50
Excess of Income Over Expenses	1,972.72	

REPORT OF THE CE COORDINATOR

Joanne Marshall

CE Programs

The 1990 Annual Meeting CE Committee under the able leadership of Jeannette Buckingham organized an excellent selection of CE opportunities in Edmonton including three courses from CISTI, MEDLINE Intro II, MEDLINE Update, and the MEDLARS Toxicology Course. In addition, the following were offered: EMBASE I Training Session; MLA CE637 Health Information Services for the Layman; CHLA/ABSC CE 90-1 Managing Non-Print Collections; MLA CE683 Research Methods for the Health Sciences Librarian; CHLA/ABSC CE 90-2 "So They've Asked You to Run the Library" -- Managing the Small Hospital Library; and, CHLA/ABSC CE 90-3 Filing Not Piling. Thanks to all of those who worked to make the CE offerings so plentiful this year.

Over the year, there has been an attempt to number CHLA/ABSC sponsored courses sequentially. This year, we decided that a more convenient approach would be to use the year followed by a number; therefore, this year, we have CHLA/ABSC CE 90-1, 90-2, and 90-3.

Teleconferencing Programs

The CE Coordinator continued to work with the CE chair of the Ontario Hospital Libraries Association (OHLA), Dora McPherson, to organize Telemedicine Canada programs. The 1989/90 topics energetically moderated by Jennifer Bayne were: Marketing the Library (Maggie Weaver); Cataloguing Should Be Fun (Liz Bayley); Moving the Library (Elizabeth Reid); Planning a CE Course (Toni Janik and Anna Henshaw); QA and Risk Management (Linda MacFarlane); Revenue Generation in the Hospital Library (Jennifer Bayne); Standards for Canadian Health Care Facility Libraries (Jan Greenwood); Personal File Management Software (Linda Devore); MIS Guidelines and Hospital Libraries (Susan Hendricks); Strategic Planning (Dorothy Fitzgerald); Role of the Library Technician (Sonia Hollins); and an Update from the CHLA/ABSC Annual Meeting (Joanne Marshall). Thanks to all who participated. Imperfect as the audio-teleconferencing medium is, it is still a great opportunity to communicate across the country.

CHLA/ABSC was also contacted by the Northern Ontario Teleconferencing Network (NOTN) to develop programming for hospital librarians. The Board decided against an exclusive arrangement with either Telemedicine or NOTN. Our members are encouraged to participate in both networks.

CE Column

The first two CE columns in **BMC** in 1989/90 consisted of: Health Sciences Library Education in Canada: Part I - List of courses, **BMC** 10(4); and, Part II - Problems

and prospects, **BMC** 11(2). The goal of these columns was to assess the current status of basic education for health sciences librarianship in Canada and emphasize the continuing need for health sciences courses.

Beginning in **BMC** 11(3), a series of articles reprinted with permission from the **Memorial University Teaching and Learning Newsletter** have appeared. The purpose of these columns is to provide CHLA/ABSC members with background on current issues in education that can be helpful for library instruction and also, for library users. Topics have included: "Computer-based education" **BMC** 11(3) and "Lecturing" **BMC** 11(4). The CE Coordinator welcomes comments from members on the usefulness of these columns as well as suggestions for future topics.

Fact Sheets

Three Fact Sheets have been issued with **BMC** during 1989/90: #4 Workload Measurement (Susan Hendricks); #5 Personal File Management Software (Debra Stevens and Linda Devore), and #6 Hypertext (Sophia Kaszuba and Susanne Tabur). Two more Fact Sheets have also been prepared for future **BMC** issues: #7 Interlibrary Loans and Electronic Mail (Wanda Nowosielski, CISTI) and #8 Barcoding (Diana Rogers, FLIS student, University of Toronto).

Student Paper Prize

The Board has established a student paper prize to encourage interest in the field of health sciences librarianship. The winner for 1989/90 is Lynda Baker, a Ph.D student at the School of Library and Information Science at the University of Western Ontario in London. Congratulations Lynda!

Guidelines for CE Course Development

The CE offerings from CHLA/ABSC have, in the past, consisted mainly of Medical Library Association (MLA) CE courses, CISTI courses, and a variety of locally-arranged courses that make innovative use of local experts. The Board recognizes that from time-to-time it may be desirable to provide some financial support for the development of CE courses that are of particular, ongoing interest to the membership. This was the case with the course in Canadian health statistics developed by Tom Flemming and Diana Kent, and presented at the 1989 annual meeting in Ottawa. In an effort to encourage the development of such courses in the future, the Board is working on some guidelines for course developers. The availability of the Guidelines will be announced in a future issue of **BMC**.

CE Instructor's Roster

One of the services of the CE Coordinator in the past has been the development of a list of CHLA/ABSC members who are willing to speak or conduct workshops on various topics. This list is now out-of-date and a call for new participants is being issued in **BMC** 12(1). Please consider participating and encourage other members of your chapter to do so as well!

Since this is my last CE Coordinator's report, I would like to express my thanks for

the opportunity that I have had to serve on the Board for the last two years. There are many creative opportunities awaiting my successor including: more teleconferencing programming, more fact sheets, updating our CE Workshop Manual, and liaising with MLA, CLA and other organizations that offer CE. No doubt the new CE Coordinator will have his/her own priorities and some ideas to add to this list.

My experience on the Board has made me more positive than ever that we need to work together -- whether we are practising librarians, consultants, library school educators, database trainers, or whatever -- to build a solid foundation for health sciences libraries and librarianship in Canada.

CALL FOR CE INSTRUCTORS

Do you have a topic of interest to CHLA/ABSC members that you are willing to speak on or a workshop that you are willing to give? If so, please send your name, address, and telephone number to the CHLA/ABSC CE Coordinator together with a brief description of your areas of expertise. Please indicate the approximate length of presentation that you are willing to give and any other information that you think would be of interest to groups seeking speakers or instructors. The CE Coordinator will compile this information and make it available upon request to CHLA/ABSC chapters or other host groups.

Remember too that we need more Canadian instructors for MLA courses! In order to teach MLA roster courses you must apply to the MLA Instructor Development Program. An information package is available that explains the qualifications required: subject expertise, teaching experience, and teacher education. For further information contact:

The Medical Library Association
Suite 300
Six North Michigan Avenue,
Chicago, IL 60602
U.S.A.

PUBLIC RELATIONS AND MEMBERSHIP REPORT

Johann Van Reenen

The visibility and profile of our organization has benefitted greatly from initiatives by many groups:

* The Standards Task Force
* The MIS/Workload Measures Task Force
* The publication of the **Sourcebook on Canadian Health Statistics**
* The excellent **Fact Sheets**
* The institution of a student paper prize
* Activities of the chapters, i.e. the participation in exhibits prepared for the conference "2001 A Health Odyssey" by the HLABC Chapter

All these activities have made my job easier and I would like to thank all members involved. Additionally the poster, advertising our organization, has been joined by a CHLA/ABSC brochure, advertising the expertise of our members.

With a growing membership and exciting activities like the above, our organization and profession is set to take on the 1990's.

REPORT OF THE EDITORS OF BIBLIOTHECA MEDICA CANADIANA

Linda Wilcox
Editor

Jill Faubert
Assistant Editor

The current editors have published issues 11(2), 11(3), and 11(4) of **Bibliotheca Medica Canadiana**; 12(1) is in process and will be distributed in late July. Volume 11 contains 220 pages in 4 issues, exclusive of the index. Approximately, 33% of the pages were original papers, 13% were conference papers, with the remainder being association business and regular features. The editors would like to take this opportunity to thank all those who contributed to volume 11.

Volume 11 continued to use the format established for **BMC** with volume 10. The editors have been working this past year on developing a "**BMC** Procedure Manual" to smooth the transition from editor to editor. Since our resident **BMC** computer expert, David Le Sauvage, will be unable to "accompany" the **BMC** computer as it travels out of London next year, this manual will contain valuable tips and techniques for future editors.

The $3000.00 allocated for the production of **BMC** has been spent as follows:

Part-time help	$2650.00
Translation	225.00
Miscellaneous	125.00

Jill Faubert from Sarnia will assume her duties as Editor with volume 12(2). The Board of Directors has appointed Diane Jewkes of the Kent-Chatham Health Unit as Assistant Editor for **BMC** volume 12(2-4) and volume 13(1).

The editors gratefully acknowledge the ongoing support and encouragement received from Claire Callaghan, **BMC**'s previous editor and the willingness of David Le Sauvage to share his computer knowledge and expertise. We particularly wish to recognize also, the time, talents and commitment given to the **BMC** production process by three CHLA/ABSC members --Michelle Leblanc-Poitras, Suzanne Maranda and Bruna Ceccolini. A special thanks is extended to the newly appointed **BMC** Correspondents in each chapter across the country. Their enthusiasm for their new role and their timely submissions will continue to enhance our journal content. Another major source of support throughout the year has been the CHLA/ABSC Board of Directors and the editors so appreciated their creative ideas and suggestions.

REPORT FROM THE HSRC ADVISORY COMMITTEE

Deidre Green, CHLA/ABSC Representative

Librarian
The Hospital for Sick Children
Toronto, Ontario

The spring meeting of the Health Sciences Resource Centre Advisory Committee was held on May 4, 1990 at CISTI in Ottawa. Attending were Deidre Green (CHLA/ABSC), Donna Dryden (CHLA/ABSC), Claire Kelly (CHLA/ABSC), Johanne Hopper (ASTED), Elmer Smith (CISTI), and Maureen Wong (HSRC).

The meeting began with a most informative presentation by Elmer Smith, Director-General, CISTI. Mr. Smith described the condition of continuing restraint at NRC which will inevitably affect collection growth and services at CISTI. A new business plan for NRC is in preparation; cost recovery will be an important element in this plan. The expected limitation in person-years will make any extra clerical help for HSRC an impossibility. There will not be money for any contracted-out training projects for MEDLARS. A careful look will be taken at costs which may result in a reduction in acquisitions development and the production of CISTI publications. **MEDLARS in Canada** will be reduced to quarterly issues, although the NLM Technical Bulletin will be sent to subscribers as soon as it reaches HSRC. The publishing schedule for the **Union List of Scientific Serials in Canadian Libraries** will change. The hard copy will be published every three years only. The more current version will be available in microfiche only.

The HSRC Advisory Committee expressed appreciation to Mr. Smith for sharing this information with the library community and indicated that cost restraints were affecting all in the library field.

Maureen Wong presented her report from HSRC. Mary Low is the new Biomedical Information Specialist replacing Mary Lou Veeken. As of April 1, 1990 there were 1613 MEDLARS subscribers in Canada. Of these, 39% are from industry, 25% from hospitals, 31% from academic institutions and 5% from government. Of the total subscribers, 1043 are individual users, 570 are searchers in organizations/institutions. To emphasize how rapid individual user-growth is, there were only 15 individual subscribers in 1984. Thirty-three workshops were offered during 1989/90, 24 of them outside Ottawa.

The staff in HSRC are extremely busy with their top priority, MEDLARS support; the growing demands on their time are obvious from the rapid increase in MEDLARS subscribers. With no additional staff, they have found it necessary to curtail certain services such as the monthly production of

MEDLARS in Canada. Additionally, **Titles With No Canadian Locations** (1986-87) will not be reproduced. The 1990 edition of **Canadian Locations of Journals Indexed for MEDLINE** is now being prepared for publication.

Maureen reported that HSRC is in the final stage of arrangements with NLM regarding the MEDLINE SUBSET pilot programme. No institution to date has contracted to lease the tapes. HSRC has provided 50 student codes available to educational institutions; student users have access to MEDLINE at a reduced rate. Hospital librarians should encourage medical and graduate students, interns and residents to apply for a code.

Part of cost-cutting at HSRC and CISTI is a reduction in acquisitions. Several titles now being considered for cancellation include Russian and Japanese abstracting journals seldom used at CISTI.

Johanne Hopper presented ASTED's response to the Flower Report - **Libraries Without Walls**. ASTED indicated that a wider dissemination is needed of this important study of Canadian health libraries. ASTED proposed to ask its members to contribute evaluative information re: library technology and software to CISTI, and that **ASTED NEWS (Nouvelles de l'ASTED)** be used to encourage contribution of this information. Re: the recommended establishment of an Information Management Council, ASTED proposes that representatives of various health sciences information centres be included in the membership. ASTED also proposes that its membership should be represented in the joint SRCMSL/CHLA Committee to study interlibrary loans specifically in relation to health libraries in Quebec. Should a task force be struck to examine funding of health science libraries in Canada, ASTED wishes to join the working group. ASTED expressed to CISTI its satisfaction regarding HSRC, supports HSRC's growth, asks CISTI to widen HSRC's services and to consider the integration of two external users to HSRC's staff for a period of two years.

Donna Dryden presented an update from the ILL Subcommittee. The committee has surveyed library regions across Canada and identified the need for regional networks, consortia and the development of union lists. Funding for these should come from user groups with the eventual matching of funds from CHLA/ABSC a possibility. A fact sheet on ILL and electronic mail is now being prepared. The results of the committee's survey on ILL will be published in **BMC**.

The HSRC Advisory Committee is a valuable forum for national exchange of information on health science libraries in Canada. Any CHLA/ABSC members interested in serving on the committee should contact CHLA/ABSC Board members.

CENTRAL ONTARIO HEALTH LIBRARIES ASSOCIATION (COHLA)

ANNUAL REPORT

Maureen Maguire, President

The 1990 - 1991 Executive are:

President:
Maureen Maguire
Huronia Regional Centre Library

Secretary-Treasurer:
Vicky Duncan
Health Sciences Library
Grey Bruce Regional Health Centre

Memberships:

12 paid up members; 19 on mailing list; 2 new members in 1989

Meetings:

COHLA met twice, October 1989 and May 1990.

Programs:

The Fall meeting in October 1989 was hosted by Vicky Duncan and Nancy Beer at the Grey Bruce Health Centre Library. Nominations Chairperson, Christie Macmillan, conducted the election of the incoming executive (above). Members were intrigued by the title of speaker Malcolm Macdonald's presentation on the "Wobbly Three-Legged Stool", in prosaic language, the relationship between medical staff, administration and the board of directors. True to its title, the presentation was both lively and thought-provoking.

Huronia Regional Centre librarian, Maureen Maguire, hosted the Spring meeting on May 2, 1990. The anticipated tour of HRC facilities was cancelled to allow time for a thorough discussion of members' concerns with the process and the progress of pay equity in individual hospitals. These concerns were subsequently discussed with Jan Greenwood, who advised reference to the CHLA/ABSC "Standards..." for anyone appealing the pay equity process in a particular facility.

The revised **COHLA Union List** is expected within a few months, and will be available to members for $10.00 and to non-members for $20.00.

HEALTH LIBRARIES ASSOCIATION OF BRITISH COLUMBIA (HLABC)

ANNUAL REPORT

Joan Andrews, President

We experienced another busy and productive year in British Columbia Health Libraries.

A major event was HLABC's participation in Health Conference'89: 2001 A Health Odyssey. Nearly 2000 health professionals attended the fall conference at the Vancouver Trade and Convention Centre. HLABC sponsored two workshops. Our Consumer Health Information for British Columbians session was presented by Margaret Price who talked about the consumer health movement and attendant demand for "self-health" information; Pat Lysyk outlined academic, community college and special libraries that serve both professionals and the public; Kathy Ellis talked about Kinsmen Foundation services; and Sriani Fernando addressed concerns raised by public reference librarians who are asked to provide and interpret health information for the community. The panel sparked a lively discussion with their audience. Judy Neill of the B.C. Medical Library Service provided an interesting display of consumer health resources for participants to browse.

Leilani St. Anna of the University of Washington Health Library conducted a session on Personal Files Management. She compared Pro-Cite, Reference Manager, and Notebook II to introduce the audience to the field of electronic information management. Her session went a long way in showing participants the expertise that librarians possess in this emerging field.

With support from CHLA/ABSC, Jim Henderson, Darlene Bailey and their team from UBC prepared an impressive information display on health sciences libraries for the Conference.

In March, Diana Kent taught a half-day CE course on Health Statistics Resources focusing primarily on B.C. materials and changes in Statistics Canada Health Division publications. The course was well attended by HLABC members and non-health librarians. Because the course is popular and demand for statistical information still exists, we may sponsor a repeat course for our colleagues in the corporate and public sectors.

HLABC member Patrick Gannon has been working as a "clinical librarian" in a UBC feasibility study of alternative ways of providing continuing medical education to geographically isolated physicians. His work involves travelling to remote areas of the province to act as an "information broker" who links the physician learner to resources relevant to his/her areas of practice. Although the program's overall objectives are still in the process of being evaluated, two aspects that participants seem excited about include doing their own MEDLINE searching and learning about personal files management on their microcomputers.

We were pleased to see that Surrey Memorial Hospital (located in the fastest growing municipality in the lower mainland) recently hired a librarian to manage its

Bibliotheca Medica Canadiana

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growing collection. Linda Searcy Howard, Surrey Hospital librarian, reports that the library has come a long way in 25 years - from a doctor's lounge to a well-stocked collection of books, journals, and indices, along with a part-time reference service geared to the needs of all hospital staff.

HLABC members became more involved in the Pacific Northwest Chapter of MLA during the past year forging professional links with our colleagues to the south. Pat Lysyk of UBC's Woodward Library is the new membership chair for PNC/MLA. She reports that 13 HLABC members are currently members of PNC/MLA, and that there will be more to come as she recruits new members from B.C. and Alberta this year. *(Editor's note: PNC/MLA's Annual Conference will be held Sept.19-21 this year at the Seattle Sheraton Hotel. For further information, contact Maryanne Blake at (206) 764-2075.)*

Four issues of the **HLABC Forum** were issued under the editorship of Dan Heino and Andrew Stefanelli. HLABC's small and hardworking membership faithfully contributed to the newsletter. We were impressed by the number of articles written by new members. HLABC's membership currently stands at 52.

We held four chapter meetings which included library and medical topics: A discussion of the B.C. Systems Library in Victoria; Tales of Peter Rose's experiences at the National Documentation Centre in the Sudan; Librarians in their roles as Health Information Providers for the Community; and Aids in the Workplace. Our annual general meeting and social included a Greek feast for all.

The Executive for next year is:

President:
Barbara Saint
St. Paul's Hospital Library
UBC Health Sciences Library Network

Vice-President/President-Elect:
Kathy Ellis
Kinsmen Rehabilitation Foundation of B.C.

Secretary:
Barbara Trip
Vancouver General Hospital School of Nursing Library

Treasurer:
Adrienne Clark
B.C. Medical Library Service

Forum Editors:
Andrew Stefanelli
Helen Randal Library
Registered Nurses Association of B.C.

Stacey Belden
Woodward Biomedical Library
UBC

KINGSTON AREA HEALTH LIBRARIES ASSOCIATION (KAHLA)

ANNUAL REPORT

Margaret Darling, President

Executive members elected in 1989 for a two year term are now entering their second year in office. They include: Margaret Darling as President; Barbara Carr as President-Elect; Penny Levi as Secretary-Treasurer; and Jane Law as Past President.

The association met formally on three occasions during the past year. Speakers at our meetings included Susan Hendricks, who spoke to us on "pay equity" and Mary Ann Higgs, Kingston lawyer and librarian, who spoke to us on legal liability for negligent provision of information. Other activities included informal gatherings for the Telemedicine teleconferences which were hosted by the Hotel Dieu Hospital Library in Kingston, and a luncheon and hospital library tours in Watertown, New York with our American colleagues and members.

Local resource sharing remained a priority throughout the year. The **Title Guide to Medical Serials in Kingston** was revised and updated once again in the summer of 1989 by St. Lawrence College and the **Union List of Consumer Health Books**, produced by the Kingston Public Library was updated. Also, during the year, a directory of interlibrary loan policies of KAHLA member libraries was created and distributed.

LONDON AREA HEALTH LIBRARIES ASSOCIATION (LAHLA)

ANNUAL REPORT

Linda Wilcox, President

Membership in our chapter has increased again this year and now totals 49 members led by the following Executive: Linda Wilcox as President; Linda Voelker as President-Elect/Secretary/Treasurer; and, Jean Heriot as Past President.

Our chapter has concentrated this year on finding ways of sharing our resources between chapter members to ensure that the larger and smaller institutional members are treated fairly and have optimal access to our area resources. We looked at our Interlibrary Loan Policies among the membership and are presently investigating the possibility of sharing technical services.

Our November/89 meeting was held at University Hospital in London and featured a talk by Lorraine Busby, complete with architectural drawings, on the planned expansion of the Sciences Library at the University of Western Ontario which is scheduled for completion in the Summer of 1991. At our Spring meeting, St. Joseph's Health Centre provided the meeting room, the Telemedicine hook-up for Dorothy Fitzgerald's presentation and a wonderful luncheon complete with delicious and decadent desserts! Our goals for the coming year include the updating of our Union List of Periodicals which will contain our Interlibrary Loan policies, and incorporating more educational sessions into our meetings to accompany the valuable networking time we spend at our meetings.

MANITOBA HEALTH LIBRARIES ASSOCIATION (MHLA)

ANNUAL REPORT

Anne Thornton-Trump, President

1989-1990 Executive Committee: Barbara Carstens, President, April to December, 1989; Anne Thornton-Trump, Vice-President, April to December 1989, President, December, 1989 to April, 1990; Janet Kochan, Secretary; Janice Saunders, Treasurer.

The Manitoba Health Libraries Association had an active but sad year due to the deaths of 2 valued members. Barbara Carstens, our President, died suddenly following surgery in December. Barb was a loyal friend and a dedicated member of the Association. She will certainly be missed. A programme of continuing education, in honour of Barb's memory, has been initiated. Eleanor Gowryluk, Library Technician at the Manitoba Association of Registered Nurses Library for over 9 years, died in January. Many of her friends remember Eleanor as an active MHLA member who served on the Executive and many other committees.

This year was an active one for our committees. The MHLA Serials Holdings Committee published the 1989 edition of the **Union List of Selected Serials.** Lists were distributed to the 18 participating libraries and 27 copies were sold for $20.00 each. The Committee has written a letter to Canebsco concerning costs for the anticipated 1991 edition. The A/V Interest Group's initial **Union List of Video-cassettes** is planned for May 1990. The Group also organized the second video preview and included Media pages in the MHLA News.

Once again, MHLA participated in the Manitoba Health Organization Annual Conference in November. MHLA sponsored a "Grateful Med" presentation given by Mary-Lou Veeken from CISTI, and a film and group discussion on CD-ROMs. An Ad-Hoc Committee is already planning our sessions for the 1990 MHO Conference entitled "Health for All". The Programme Committee hosted a thought-provoking presentation and discussion on copyright at the Winter meeting. Our guest was Lionel Weinberg, a Winnipeg lawyer. For our April meeting, the Committee arranged for Dr. H.G. Andrew, Chief Executive Officer and Medical Director of the Selkirk Mental Health Centre to welcome us and introduce a video-cassette on the Centre.

The Publications Committee revised the orientation package and membership brochure. They also investigated possibilities for other promotional materials including bookmarks and posters. Three issues of the **MHLA News** were published using word processing software and a laser printer. Changes were made in the presentation and content of features. The Current Awareness Committee had a successful year, circulating 4 packages.

The North Dakota Liaison Committee was active; in September, four MHLA members travelled to the Health Sciences Interest Section meeting of the North Dakota Library Association. Two of their members attended the MHO sessions in November.

MHLA members have been invited to participate in the continuing education programmes held during the September, 1990 HSIS meeting in Minot. The On-line Users Group met before each business meeting.

MHLA continues its representation in the Manitoba Resource Sharing Group, which has requested a meeting with the Minister of Health. No response has been received to date. A MHLA representative, appointed by the Executive Committee, served on an Ad-Hoc Advisory Committee on Bridge, the public access library system. Their report is currently under review by the Bridge Advisory Committee.

Three business meetings were held in 1989-1990: the Fall Meeting was held September 28, 1989 at Concordia Hospital; the Winter Meeting was held February 28, 1990 at Victoria General Hospital; and the Annual General Meeting is scheduled for April 25, 1990 at the Selkirk Mental Health Centre.

The Association's membership for 1989-1990 included 27 personal members, 26 institutional members and 3 honourary members. We had 3 new personal members and 1 new institutional member.

Nominations for the 1990-1991 Executive Committee have been held with Brian Watson being elected Secretary by acclamation. Elections are being held for the positions of Vice-President/President-Elect and Treasurer.

I would like to thank Janet Kochan and Janice Saunders for their patience, time and support. I would also like to thank the other members of the Association for their helpful background information, suggestions and encouragement.

MARITIMES HEALTH LIBRARIES ASSOCIATION/ ASSOCIATION DES BIBLIOTHEQUES DE LA SANTE DES MARITIMES (MHLA/ABSM)

ANNUAL REPORT/RAPPORT ANNUEL

Marthe Brideau, President/Présidente

President/Présidente:
Marthe Brideau
Hôpital Dr. G.L. Dumont

Vice-President/Vice-Présidente:
Anne Kilfoil
Saint John Regional Hospital

Secretary/Secrétaire:
Andrea Cunningham
Centracare Saint John Inc.

Treasurer/Trésorière:
Susan Libby
The Moncton Hospital

Nova Scotia Liaison:
Joyce Kublin
Valley Health Services Association

BMC Correspondent:
Anne Kilfoil

Our chapter includes 50 members from three provinces: Nova Scotia, Prince Edward Island and New Brunswick. We will try to recruit new members by sending a letter of presentation and a registration form to every organization that could potentially be part of our association.

Nous nous sommes réunis deux fois au cours de l'année 1989-90. La première réunion a eu lieu le 29 septembre 1989 à l'Hôpital Dr. Everett Chalmers de Fredericton, Nouveau-Brunswick. Mad. Jocelyne Lebel, directrice des Services de bibliothèques du Nouveau-Brunswick, nous a fait une présentation sur le rôle et les différents services offerts par cet organisme. Elle a également parlé du rôle du Nouveau-Brunswick dans le projet de partage des ressources de la Bibliothèque Nationale du Canada. M. Mark Leggott, Information transfer coordinator at UNB, nous a présenté différents logiciels (Pro-Cite, Reference Manager, Papyrus) qui peuvent être utilisés dans les bibliothèques.

The second meeting was held on November 10, 1989 at the Kellogg Health Sciences Library in Halifax, Nova Scotia. Mr. Bill Owen, librarian at the Kellogg introduced us to the CCINFO on CD-Rom by the CCOHS (Canadian Council on Occupational Health & Safety).

We approached the NBHA/AHNB (New Brunswick Hospital Association/Association des Hôpitaux du Nouveau-Brunswick) to explore the possibility of having an exhibitor's booth at their conference. Ceci dans le but de présenter aux administrateurs d'hôpitaux tous les différents services que leurs bibliothèques peuvent offrir.

We had one newsletter published in September 1989 and there is another one scheduled to be published during the summer of 1990. The association is still looking at the possibility of having a Union Catalogue of Serials in the Maritimes Health Libraries.

ASSOCIATION DES BIBLIOTHEQUES DE LA SANTE DE MONTREAL/ MONTREAL HEALTH LIBRARIES ASSOCIATION (ABSM/MHLA)

ANNUAL REPORT

Sheindel Bresinger, President

President:
Sheindel Bresinger
Maimonides Hospital Geriatric Centre

Vice-President/President-Elect:
Nora Stamboulieh
Montreal General Hospital
Department of Community Health

Secretary:
Anca Cojocaru
Hôpital Marie-Enfant

Treasurer:
Jeanine Lawlor
St. Mary's Hospital

Past-President:
Diane Boisvert
Sandoz Canada Inc.

This year got off to a flying start when twelve of us attended CHLA/ABSC's Annual Meeting in Ottawa. We then held three executive meetings and two general meetings. Six of us attended a Career Track Seminar, "Communication Skills for Professional Women".

A successful meeting was held in February at St. Mary's Hospital where we participated in a Telemedicine Conference on Library Standards of CCHFA with Jan Greenwood. We participated again with CHLA/ ABSC and distributed a modified bilingual questionnaire on interlibrary loans which had a 58% return rate.

Three issues of our bulletin were produced and distributed. Anca Cojocaru produced the bulletin and also designed our new logo which appears on a new publicity book mark which was also produced by Anca.

The year concluded with a dinner meeting when Frances Groen presented a program on Health Libraries in the 90's -- on both sides of the border.

The slate for the 1990/91 year is as follows:

President:
Nora Stamboulieh
Montreal General Hospital
Department of Community Health

Vice-President/President-Elect:
Anca Cojocaru
Hôpital Marie-Enfant

Secretary:
Maryse Boyer
Institut de Réadaptation de Montréal

Treasurer:
Jeanine Lawlor
St. Mary's Hospital

Past-President:
Sheindel Bresinger
Maimonides Hospital Geriatric Centre

NORTHERN ALBERTA HEALTH LIBRARIES ASSOCIATION (NAHLA)

ANNUAL REPORT

Peter Schoenberg, President

This year has been a busy year for the members of NAHLA. Many of us were heavily involved in planning the CHLA/ABSC 1990 Conference which took place here in Edmonton on June 9-13. But, nonetheless, we were able to conduct NAHLA events which had absolutely nothing to do with the conference and which were interesting and informative to our members.

Our first event of the year was a presentation by representatives of Alberta Government Telephones who described the InfoHealth network being developed to facilitate communication among health professionals in Canada. AGT was kind enough to sponsor the evening, providing refreshments and gifts for all those in attendance. Our next evening together was spent learning the ins and outs of developing and maintaining archival collections from Alberta's "Travelling Archivist" Brian Owens. Brian was not only able to assist those of us who have been asked to develop or take over the archives of their institution, but he also entertained us all by recounting some of his more unusual on-the-job experiences.

This year was a sad one for the members of our chapter as it was marked by the passing of one of our founding members, Kathy Sharma, who spent 17 years as the librarian at the W.W. Cross Cancer Institute in Edmonton. We will all miss her, and plans are being made to formally remember Kathy.

On March 12, the Northern Alberta Health Libraries Association sponsored a forum to discuss the future of Alberta's health care system. We decided that this was relevant because of the recent publication of the **Report of the Premier's Commission on the Future of Health Care for Albertans ("The Rainbow Report")**. (NAHLA had earlier submitted a brief to the commission outlining the role of health libraries in the future of health care -- see **BMC** 1989;11(1):49-52.

We invited MLA's from each of the three political parties represented in the legislature to comment on the **Rainbow Report,** on health care in Alberta in general, and to field questions about his or her party's policies regarding health care. Lea Starr, of the John W. Scott Health Sciences Library, moderated the evening, and we thank her for the skill she brought to this task. The audience, which was comprised not only of NAHLA members, but also of other health professionals, had provocative and challenging questions for the MLA's. Many thanks to NAHLA President Peter Schoenberg whose efforts in planning this evening were responsible for its success.

Our annual general meeting at which we select our new executive has been postponed until after the CHLA/ABSC Conference, so the only executive position for 1990/91 which can be announced is that of President -- present vice-president Linda Slater will become president in July.

NORTHWESTERN ONTARIO HEALTH LIBRARIES ASSOCIATION (NOHLA)

ANNUAL REPORT

Elizabeth Browne, Co-ordinator

The Northwestern Ontario Health Libraries Association (NOHLA) began a new year under the direction of two new elected officers:

Co-ordinator:
Elizabeth Browne

Secretary:
Shann Brown

The association met on six occasions throughout the year. Some of the highlights are outlined as follows:

Mr. Peter Mauer, Director of the Northwestern Ontario Medical Program invited us to discuss our network and our role in the program.

Mr. Fred McIntosh, Chief Librarian of Lakehead University invited us to an information meeting to discuss a formal networking proposal with Lakehead University. We have agreed "in principle" with the network idea, however, more discussion and planning is scheduled for the future.

A **Union List of Serials** has been compiled and will be ready for distribution for the fall of 1990. We intend to distribute it to regional hospitals, Confederation College Library, and Lakehead University Library.

Several Teleconferences were attended over the year with each member hosting a conference.

In closing, it has been a pleasure to be the Co-ordinator for the past year. I have appreciated the co-operation and committment of all members.

OTTAWA/HULL HEALTH LIBRARIES ASSOCIATION (OHHLA)

ANNUAL REPORT

Susan Higgins, President

The 1989/90 Executive are:

President:
Susan Higgins
Health Protection Branch Libraries

Secretary-Treasurer:
Martha Vaughan
Canadian Dental Association

Program Coordinator:
Vacant

1989/90 Program:

Our first meeting was held on February 21, 1990 at the Ottawa Regional Cancer Centre. The topic of discussion at our first meeting was Inter-Library Loan. This was in response to the request from CHLA/ABSC's ILL Committee for input on the process of ILL in health science libraries. Kathryn Mikoski, from CISTI and a member of the committee attended to hear the local chapter's view. Ann LeBrun and Pat Hutchison from the Beattie Library then gave us a tour of their new facility.

Our second meeting was held on May 4, 1990 at the National Library of Canada. OHHLA, in conjunction with the OHA Region 9 Hospital Libraries Association, hosted a day-long workshop on "Marketing Entrepreneurship for Special Libraries", presented by Rya Ben-Shir, the manager of the Health Sciences Resource Center at the MacNeal Hospital in Berwyn, Illinois.

The 1990/91 Executive:

Martha Vaughan will assume the responsibilities of president.

SASKATCHEWAN HEALTH LIBRARIES ASSOCIATION (SHLA)

ANNUAL REPORT

Terry Bouchard-DeVenney, President

The Executive Committee for 1990/91 are:

President:
Terry Bouchard-DeVenney
Regina General Hospital

President-Elect:
Joan Maclaine
University of Saskatchewan

Secretary:
Shirley Blanchette
Saskatoon City Hospital

Treasurer:
Beth Silzer
Plains Health Centre

SHLA met twice in the last year. The semi-annual meeting was held on October 18, 1989 at the Health Sciences Library, University of Saskatchewan. The program included two presentations: 1) Marketing your Library, and 2) Active Listening: How to Improve Your Library Service. The host library provided a tour of the library and a demonstration of MEDLINE on CD-ROM.

The spring meeting was held on May 9, 1990, at the Plains Health Centre. The presentations were: 1) On-Line Searching, and 2) CD-ROM Technology. The host library provided a library tour and a demonstration of MEDLINE on CD-ROM. The final item of the day was a demonstration of CD-ROM Plus products by a company representative.

One of our goals for next year includes the production of our first newsletter. Lynn Kozun from the Saskatchewan Health Library has kindly volunteered to co-ordinate and produce the first issue.

Our membership is now at 27.

SOUTHERN ALBERTA HEALTH LIBRARIES ASSOCIATION (SAHLA)

ANNUAL REPORT

Elaine Glover, President

1989/90 Executive Committee Members:

President:
Elaine Glover
Rockyview General Hospital

Past-President:
Elizabeth Kirchner
Calgary General Hospital

Secretary/Treasurer:
Judy Flax
Tom Baker Cancer Center

Membership:

As of May 1990, the membership stands at 18.

Meetings:

A general meeting and call for nominations to the Executive Committee was held October 26, 1989. As no nominations were received, the present executive committee agreed to continue for another year. A second general meeting was held February 12, 1990, and it was followed by a lively group discussion of interlibrary loan practices. Comments and conclusions from the discussion were forwarded to the CHLA/ABSC Joint Interlibrary Loans Committee. An Annual General Meeting will be held June 18, 1990. This "post-conference" date will permit a sharing of CHLA/ABSC Conference information among the SAHLA membership.

Education Programs:

SAHLA sponsored three Ontario Hospital Libraries Association Telemedicine Teleconferences: 9 members attended the October 3, 1989 Telemedicine Program entitled "Cataloguing Should Be Fun"; the December 5, 1989 Telemedicine Program was "Q.A. and Risk Management" which was attended by 12 members; and 14 members attended the "Standards for Canadian Health Care Facility Libraries" Telemedicine Program on February 13, 1990.

Projects:

At the October 26, 1989 meeting, three projects were proposed by the membership. Work was begun, but not completed and these projects will be carried over to next year. These projects are: (1) SAHLA representation to the Alberta Hospitals Association; (2) "Tips sheets" on running small hospital libraries for the benefit of the nonprofessional members; (3) A Quarterly Newsletter.

TORONTO HEALTH LIBRARIES ASSOCIATION (THLA)

ANNUAL REPORT

Susan Murray, President

The 1989-90 Executive:

President:
Susan Murray

President-Elect:
Eva Gulbinowicz

Past-President:
Tsai-O Wong

Secretary:
Rosemary Ullyot

Treasurer:
Colleen Mulloy

Editor, **THLA News**:
Marjory Morphy

Associate Editor:
Bonnie Brownstein

Assistant Editor:
Susan Hudson

There are 163 members in the THLA Chapter. Seven meetings were planned for 1989-90, but a CAN/OLE seminar scheduled for February was cancelled, resulting in six meetings. Many of the topics were in response to suggestions from the membership.

St. Michael's Hospital hosted our September 25th meeting on "MIS Guidelines for Hospital Libraries". Susan Hendricks outlined the CHA/MIS Project and described the CHLA/ABSC Task Force on the CHA/MIS Guidelines. Elizabeth Reid demonstrated how she adapted the MIS Guidelines to statistics she collected at the Toronto Western Hospital Library, a test site for the project.

A mini-workshop on MEDLINE CD-ROM databases was held on November 13th at the Alice Moulton Room at the University of Toronto. Elaine Wright and Marjorie McLeod discussed Compact Cambridge; Eva Gulbinowicz spoke about SilverPlatter; and Susan Murray described CD-Plus. Demonstrations of the systems were given by Marjorie McLeod (Compact Cambridge); Sophia Kaszuba (SilverPlatter); Susan Murray (CD-Plus); and Rosemary Ullyot (MEDLINE/EBSCO).

Our ever-popular Christmas social was held on December 4th in the Victorian Staff House at the Ontario Cancer Institute. Carol Morrison hosted the event and Rosemary Ullyot ably attended bar.

Rita Shaughnessy organized a balanced and stimulating program on "Primary Care Medicine" held on January 22nd at Women's

College Hospital. Dr. Wilfrid Palmer, Lynn Dunikowski and Rita provided an overview of this new model of comprehensive and integrated health care.

"Jack the Ripper: Psychiatric Profile" was the intriguing topic of Dr. Steven Hucker's talk at the Clarke Institute of Psychiatry on April 9th. It was fascinating to examine hundred-year-old clues left by this notorious figure which leave the imprint of the perpetrator's personality.

Massey College again provided the venue for our annual dinner meeting on May 14th. Dr. Paula Caplan, author of **The Myth of Women's Masochism** and **Don't Blame Mother: Mending the Mother-Daughter Relationship** delivered a stimulating talk on the "mother-hate/mother-blame" syndrome rampant in the psychiatric profession and in North American society. In this no-win situation, mothers are set up for failure and mother-daughter relationships are often irreparably damaged. A lively discussion period ensued curtailed only by the late hour.

Five issues of the **THLA News** were produced: program summaries, minutes, continuing education and interest group news, as well as a software survey were included to keep the membership informed.

In response to the June 1989 report of the THLA Subcommittee on the **Union List of Periodicals**, an ongoing and expanded Union List Committee was formed: Elizabeth Reid, Chair; Eleanor Hayes, Coordinator; Pat Fillery, Editor; Dorothy Davey, Cathy Lindsay-King and Mary Smith. A telephone survey was conducted to determine current procedures for submission, cost threshold, and what additions to the list would be the most useful. The 6th edition of the list should be available this summer. Also, in response to the Subcommittee Report, Dorothy Davey took on the duties of Public Relations/Membership Officer; she updated the THLA Brochure highlighting THLA's achievements, and is responsible for recruiting potential members throughout the year.

Margaret Robbins was the recipient of our Second Honourary Life Membership Award in recognition of her longstanding and committed service to the health sciences library field.

WORKSHOP NOTICE: The Institute for Scientific Information (ISI) will have two days of presentations in **Toronto**. To register, or for more information, call ISI Education & Customer Support at 1-800-523-1850 ext.1401. Registration deadline: August 10, 1990.

Thursday, August 23, 1990 from 9:30-5:00 includes hands-on search time in SciSearch, Current Contents Search, Arts & Humanities Search, Social SciSearch on DIALOG, and the User Guide of your choice. Cost: $65.00
Friday, August 24, 1990 from 10:00-3:30 includes short hour-long sessions on Science Citation Index Compact Disc; Current Contents on Diskette; Social Sciences Citation Index Compact Disc; Current Contents on Diskette. No fee for any of these short sessions, but please register.

WINDSOR AREA HEALTH LIBRARIES ASSOCIATION (WAHLA)

ANNUAL REPORT

Toni Janik, Coordinator

WAHLA met as a group twice this year, each meeting included a program of education with one or more guest speakers. Two additional meetings were held for automated library system demonstrations.

Members continue to report to WAHLA on conferences that they have attended. This year, our members attended the OHLA-OHA Annual Meeting, the quarterly meetings of the Metropolitan Detroit Medical Library Group, the London area meetings, and CHLA/ABSC 1989. Many of our members have just returned from MLA 1990 in Detroit.

Ongoing Projects:

WAHLA Union List has been automated at Grace Hospital on their library's computer. The union list was updated in November, 1989 and we are currently revising it again, with a new edition to be printed this fall.

Other projects include the Repository Journal Agreement, the Interlibrary Loan Agreement with the Detroit Group and updating Grace and Hotel Dieu's library holdings on OCLC in the **Michigan State Union List.**

Quality Assurance:

All members are currently auditing all journals interlibrary loaned for their patrons outside of the WAHLA network. Their combined results will give the group a list of frequently borrowed journals to consider purchasing for their collections. It is hoped that each institution will be able to buy at least one of these titles in 1991.

WAHLA Newsletter:

This newsletter continues to inform members about conferences, association business and articles of interest.

Education:

-Telemedicine on November 14, 1989, "Planning a CE Course" with WAHLA members Toni Janik and Anna Henshaw as the speakers.

-Telemedicine on April 10, 1990, "MIS and the Library".

-Lila Green spoke on "Humour in the Workplace on March 21, 1990.

-Linda Wilcox described her Shared Library Services Program on September 20, 1989.

-Demonstration of Datatrek Automated Library System

-Demonstration of Inmagic Automated Library System.

AFFILIATED ASSOCIATION REPORT

ONTARIO HOSPITAL LIBRARIES ASSOCIATION (OHLA)

ANNUAL REPORT

Penny Levi, President

On behalf of the membership of the Ontario Hospital Libraries Association, I am pleased to present our fourth annual report as an affiliated association with CHLA/ABSC.

OHLA's fourth annual conference was held in conjunction with the Ontario Hospital Association's convention in October 1989. The theme of the OHA convention this year was "The Spirit of Health". OHLA speakers explained the wise use of library fiscal, physical, and human resources through networking and resource-sharing. There were two speakers: Jean Antes presented "More with Less -- Library Management in the Face of Budgetary Constraint" and Dr. Bruce Rowat entertained and enlightened us regarding "The Practitioner and the Library: Partners in Patient Care". Dr. Rowat emphasized the importance of a central location, advocating a return to the library as a meeting place for the hospital, preferably incorporating a bistro or pub.

The 1990 OHLA Executive was announced at the Annual Meeting:

Past-President:
Sue Gillespie, London

President:
Penny Levi, Kingston

President-Elect:
Linda Panton, Hamilton

Secretary:
Carole Tullis, Toronto

Treasurer:
Anna Henshaw, Windsor

Continuing appointments include John Tagg, Toronto as OHA Liaison and Dora McPherson, London as Interim Education Committee Chair, Mary Conchelos, Peterborough, as Editor of the **OHLA Newsline**, with Lynn Elias, Toronto, newly appointed as Assistant Editor.

A new committee for Publicity, Fund Raising and Forms was struck. Coordinated by Pat Hutchison, Ottawa, members include Margaret Darling, Kingston, and Gayle Casey Fitzgerald, Hamilton, fund-raiser for OHLA's Annual Conference.

In keeping with celebrating OHLA's fifth anniversary, it seemed appropriate to take stock of where we have been and where we are going in the future. To this end, the "OHLA Membership Profile" survey was administered and tabulated in March 1990 to determine demographics, needs and interests of our members. In addition, the OHLA membership brochure is being revised.

Continuing Education programs met with great success this year. The Telemedicine series programming continues to be shared by OHLA and CHLA/ABSC. Topics this year included strategic planning, MIS Guidelines, risk management, CCHFA Standards revision, revenue generation, role of the library technician, etc. Computer Technology was the theme of a very successful OHA/OHLA joint seminar, April 1990 featuring exhibits, vendors and a speaker.

Some initiatives to increase the visibility of OHLA include a provincial level newsletter exchange (i.e. with OLA). In addition, the **OHLA Newsline** will be distributed to Library Schools. A committee was struck to deal with the issues raised in the Ontario Public Library Strategic Plan as they pertain to hospital libraries. This is a plan in which the public libraries see themselves as gateways to all libraries.

OHLA is promoting, through its twelve regional representatives, the use of "Don't Tax Reading" cards published by the Don't Tax Reading Coalition in Toronto.

The Executive wrote to S.K.E.W. and the OHA indicating the Association's dissatisfaction with the generic job description used within the S.K.E.W. plan for the Librarian's position. Demand continues for the **Pay Equity Cope Kit** prepared by Susan Hendricks. Several Ontario librarians have been successful in achieving salary increases by following the review process outlined in the cope kit. A follow-up Pay Equity Questionnaire, to provide a complete overview of how hospital libraries have fared, will be administered.

Copies of **OHLA Newsline** have been deposited with the National Library and an entry appears in **Ulrichs**.

Future Plans for OHLA:

In some Ontario regions, a need was expressed in our survey for Teleconference Topic follow-up, or in-depth workshop sessions to be held in the OHA Region. This will be pursued.

At OHA's invitation, OHLA librarians, along with other hospital disciplines, have been invited to submit Resolutions to OHA's Resolutions Committee.

Shared endeavours and joint projects of OHLA and CHLA/ABSC during the past year have again proven extremely successful. The OHLA Executive and membership wish to convey their appreciation and continued support to CHLA/ABSC.

BASIC STEPS IN THE PREPARATION OF AN END-USER TRAINING COURSE

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End-user searching has been a part of library services for almost ten years. During this time, librarians have had access to a complete body of literature on end-user searching. There have been articles describing various methods of teaching patrons how to search.[1] Others have compared various access points to the literature.[2,3] Now, follow-up studies are being conducted to ascertain whether people are continuing to perform their own searches.[4] This article contributes to that body of literature on end-user searching, by providing in a sequential and practical format, information that can help in setting up or revising an end-user program. The initial steps include: doing a needs assessment; preparing goals, objectives and action plans; advertising the course; and finding the appropriate location. The cost factors involved in setting up and teaching an end-user course are outlined. Wilson states that most librarians have never received any formal training as teachers.[5] This article presents seven factors involved in the teaching/learning process which can provide guidance in preparing the curriculum and presenting the material. The style of teaching is touched upon briefly with a few things about how to improve/critique the delivery. Finally, the evaluation process is discussed, with some practical suggestions on what information to elicit from the participants.

NEEDS ASSESSMENT

The first step in planning an online training program is to ascertain whether it is really warranted. Many patrons state that they would like to do computer searches from their offices or homes, but are they serious in their desire to learn searching techniques or are they just making a casual remark? The best way to find out is to do a needs assessment which can accomplish several functions:

1) To document the real versus perceived needs of personnel within the institution.
2) To ascertain which database would satisfy the information needs of the staff: MEDLINE, ERIC, CINAHL, PsycINFO.
3) To determine what type of access is of interest to the users: searching the databases directly, through a user-friendly package or via CD-ROM.
4) To market the role of the library in educational or continuing education programs.[6]

5) To demonstrate to the administrators the cost-effectiveness of offering searching courses through the library. According to Chaney, many institutions are finding it more economical to teach on-site, when factors such as the cost of transportation and accommodation, plus the loss of personnel time are taken into consideration.[7]

Questionnaires and interviews are the most frequently used methods of obtaining the required information. In their respective articles, Chaney and Kidston discuss the hazards of obtaining data using either of these methods.[7,8] The questions have to be formulated so that there is no chance of the respondent misinterpreting what is asked. The preparatory stage is therefore very important and time consuming. A clear, concise document must be designed to elicit unambiguous responses. Draw up a list of questions and test them by asking other members of the library staff for their responses. This will clarify which questions have been phrased correctly and which need changing. The types of information found to be useful to the course planners include: level of patron interest in searching, number of searches the patron thinks will be performed per month, previous instruction on database searching, type of access in which the user is interested, convenient time period for the class to be held and the patron's educational background.

The method of distributing the needs assessment depends upon how the data is going to be collected, and also upon the budget for the project. Sending a questionnaire to everyone in the institution may be more expensive initially because of the printing cost, but less library staff time is required in the actual collection of the data. If a survey method is used, the questionnaire can be photocopied as the library staff will be the only ones seeing and using it. However, more library staff time is spent conducting the actual interview. The course planner has to decide which method best suits the library's circumstances. A more economical idea would be to design posters for display throughout the institution to alert all staff to the needs assessment. Interested people can call or come to the library for more information. Posters will achieve two things: first, they will attract the attention and comments of all the people in the organization; second, they will serve to raise the level of awareness of the library and its programs. Many staff members do not know that librarians can and do teach online courses.

Doing a needs assessment requires time and money. However, it is cost-effective in the long run to determine whether there are enough people interested in learning online searching before undertaking the next steps in the preparation of an end-user course. After summarizing the learning needs of the respondents, the course planner will have a better idea whether to offer a beginner's or an advanced course. With this information at hand, the planner can proceed with the next step: goals, objectives and action plans, which provide a structure from which to work.

GOALS, OBJECTIVES & ACTION PLANS

Goals

Goals are general guidelines which "allow the planner to understand the direction in which the program is moving".[9] For example:

1) The library should be involved in educating the staff of the institution to access information electronically as well as manually.
2) The library will teach the staff the theory and the techniques necessary for searching bibliographic databases.

Objectives

"An objective is a description of a performance you want the learners to be able to exhibit before you consider them competent."[10] Mager's book, **Preparing Instructional Objectives**, is an excellent resource to help in formulating this type of objective. Objectives are more specific than goals and help to keep the instructor and the course content on track. The objectives have to reflect the needs of the participants, i.e. more basic objectives need to be written for the beginner's class than for the advanced level course. The main point is that the objectives should spell out what the participants should be able to do after they have finished the course. Here are some sample objectives:

1) The participants can use **MeSH** to formulate their search strategy.
2) The participants understand Boolean logic and can use it appropriately.

Action Plans

Action plans spell out the specifics. "They list all parts of an objective, indicate who will be responsible for each part and the date due".[9] Some examples of action plans are:

1) First draft of the course will be prepared by S. Jones by May 10, 19--.
2) Write letter to database vendor for free password, May 10, 19--, and M. Smith is responsible.

Along with the goals, objectives, and action plans, the course planner should address policy issues surrounding the course. The policy statements should reflect the administrative decisions about the course. Shedlock states that "policies should act as guidelines when the service is new: an experimental period will allow policies to be tested".[11] Who can enroll? How often will the course(s) be offered per year? How will the library advertise this service? Who will teach the sessions and what method of instruction will be used?[12] What support will the library provide to the participants after the course? Will the library charge for the course, and if so, how much? Will the fee be adjusted for students? How will cancellations be handled? Procedural statements can focus on how the registration will be handled, how the class materials will be ordered and by whom, method of obtaining the classroom, to name a few.

ADVERTISING THE COURSE

Although the needs assessment survey will have alerted some staff to the end-user training class, the library should launch a formal advertising campaign. The campaign should precede the course by at least six weeks to allow interested staff to schedule the class into their busy timetables. Advertising the course is essential for the following reasons: (1) It alerts users and non-users to this new offering by the library. (2) It makes the staff of the institution more cognizant of the library's role in the organization. (3) It can persuade the user to

recognize the relevance of the library to his/her field.[13]

The budget allocated to advertising dictates how the library will handle the promotion of the course. Announcements about the course can be made through the institution's electronic mail system or the institution's or the library's newsletter. Posters can be placed strategically throughout the building(s).[14] Flyers can be designed and sent to everyone in the organization.[15] Whatever method is employed, care should be taken that the product is well designed, since the advertisement reflects the quality of the library and of the course.

The second part of the advertising process is the preparation of the registration form. This form should be divided into two sections: the top part, which the patron keeps, contains information relevant to the course; the bottom half is the actual registration form which the patron fills out and returns to the library. The top half retained by the patron should present clear and concise information about the course: date(s), time, level of instruction (basic or advanced), database(s) taught, cost of the course, what materials are supplied, plus the name of the instructor and the relevant address and telephone number to obtain further information. The registration section of the form should elicit the patron's name, department, telephone number, and previous searching experience. To assist in the structuring of the curriculum, the form should also elicit whether the patron has:
(1) Requested searches only through the librarian. (2) Executed his/her own searches at home or in the office. (3) Searched via an end-user package and, if so, which one? (4) Searched using CD-ROM only.

THE PARTICIPANTS

The needs assessment will provide some indication of those interested in learning how to search. However, the course planner should include in the policy statement who is eligible to take the course. Questions to consider include:

1) Will the course be open to everyone in your institution (scientists, physicians, nurses, nutritionists, physiotherapists)?
2) Will the library offer a special course to the administrators of the institution, to the librarians and library staff in your institution or in the community?
3) Will clinicians not affiliated with your organization be entitled to enroll? Once the word has spread that your library is offering a computer searching course, be prepared to receive requests from outside your institution.
4) Will you accept intermediaries of personnel within or outside your institution? Some clinicians will want their secretaries, research assistants or spouses to attend the training course. One library made it a policy to exclude intermediaries.[15]
5) How many people will you accept per class? This figure depends on what you are teaching (Grateful Med, MEDLINE directly, or MEDLINE on CD-ROM), whom you are teaching (i.e. their level of expertise), the space allocated for the class, the style of teaching, and the available equipment.

It is very important to have as homogeneous a group as possible in terms of the disciplines of the participants and their levels of searching experience. If members of the class are from different clinical

backgrounds or have various levels of searching experience, it is difficult for the instructor to make the information presented relevant to all their needs and levels of understanding. Some members of the group will become lost and frustrated if they are not able to identify with what is being taught or cannot keep up with the amount of information given. Intimidation is a very real problem when the population of the class is too mixed. Negative evaluations of the class are prevalent when the enrollees experience any of the above emotions.

SCHEDULING THE CLASS

The question of when to offer the class presents problems because of the time constraints of the clinicians.[16] Early morning may be a good time for some participants, but clinicians will have rounds to attend or surgery appointments. The late afternoon is another option, as the clinicians can get away from their offices, but what about the scientists, nurses and the other allied health professionals? Would a Saturday class be an optimal time for more people? How many sessions will be required to teach the course? Will the course run for two or more days? The time frame decided upon will not please everyone, but from the needs assessment the course planner can get an idea of the most suitable time(s) for the majority. The time allotted for the classes is also dependent on what is being taught, to whom and again, the level of their searching expertise. The length of the sessions is an important consideration. If the course runs for a whole day, many breaks should be built into the schedule for online practice, discussion, or problem solving. Since there is so much information to absorb and understand, the learners need time between concepts to assimilate what they have been taught.

THE LOCATION OF THE CLASS

The best location for the course is an online training room, where each participant has access to a computer. However, many institutions may not have such a facility. The size of the room definitely dictates the size of the enrollment. Early in the planning stages, find out what rooms are available. Visit each possible location and evaluate it based on the following questions:

1) How many microcomputers can be set up in the room?
2) How many telephone jacks are in the room?
3) Are the telephone lines dedicated or can the service be interrupted in some way?
4) Is there a blackboard?
5) Is there a screen or a plain wall on which to project the overheads?
6) Are there enough tables so that the participants have a place to work, and can use thesauri or other materials without being cramped?
7) Will the lighting and ventilation be adequate for the number of people in the room?
8) Are the chairs comfortable?
9) Do you need to reserve the room? If so, how far in advance? Is there a rental cost involved?

CONTENT OF THE COURSE

The content of the course depends on the experience level of the participants (beginning or advanced), and the goals and objectives designed for that level. A key point to remember is that most participants are not interested in becoming expert searchers.

They want to be able to search the database effectively and efficiently to locate relevant information in their specific fields. So, it is not necessary to teach them everything about online searching in an introductory class. The "tricks of the trade" can be scheduled for an advance level course. A review of the literature on end-user training will provide the planner with some ideas of what has worked for other librarians who have taught online courses.[12,15,17,18,19]

PREPARATION TIME

Clinicians who feel that they will be performing many searches may want or require both a basic and advanced course. Some patrons who do not plan to search extensively will be content with a user-friendly package such as Grateful Med or BRS/AFTER DARK. The important point in the planning process is allotting enough time for preparing the curriculum and the materials. "Developing one's own teaching curriculum can be a tremendous effort".[20] Some of that effort can be alleviated by adopting another library's curriculum. Many librarians are willing to share their course curriculum with others. If you read or hear about a program that seems suited to your needs, write and ask for a copy. Remember that it will probably have to be adapted to your particular course, but it can serve as a good starting point. Other questions to ask at this stage in the planning process include:

1) Will you use a commercially prepared training manual or will you produce your own?
2) Will you provide handouts which address each aspect of the course?
3) Will your examples match the information needs of the participants?
4) Have you tested your examples online? It is very embarrassing to discover in front of the participants that your search strategy does not work, or only retrieves non-English citations.
5) Do you need to prepare overheads?
6) Will you be handing out exercises for the participants to do in class or at home?

The course will flow more smoothly if each step is well planned. The course designer should write a plan of instruction, keeping in mind what is written in the objectives. An agenda for the class should be distributed to the participants at the beginning of each session. It is very easy to go off on a tangent, especially if the participants ask a number of questions, which they often do. Therefore, having a specific outline of what needs to be covered can help the instructor cover all the course material.

COST FACTORS

Cost factors pervade every aspect of the program from beginning to end. In the early planning stages it is wise to list all the possible costs. This will help in establishing a budget determining where costs could be cut and, ultimately, how much will have to be charged for the course. Shedlock raises the issue of management problems related to offering a new service, including staffing and fee collection.[11] Linder includes photocopying, paper supply and maintenance contracts on the computers in her discussion of costs.[21] There are the obvious costs: hardware, software, printers, and online time. Some vendors will provide free online time for instructional purposes. It is worth querying them since costs can be reduced quite substantially. Most vendors will need to know well in advance the dates and times of

the course. The cost of materials required for the course include: training manuals, handouts and thesauri. Will the participants be encouraged to use training manuals, such as the National Library of Medicine's **The Basics of MEDLINE Searching: A Guide for the Health Professional** [22] or Feinglos's **MEDLINE: A Basic Guide to Searching?**[23] Many participants will want their own copies of **Medical Subject Headings: Annotated Alphabetic List and Tree Structures**. Will the library purchase these tools and sell them to the participants? If your institution has a book store, ask the manager to stock these items. Be sure to order the items early enough so they are available for the class. Other costs to consider:

1) Printing the needs assessment and registration forms;
2) The advertising campaign, flyers, posters, etc.;
3) The rental of the classroom;
4) Refreshments and/or lunch
5) Library supplies such as transparencies, staples, floppy disks, chalk, postage;
6) Library personnel time.

TEACHING METHODOLOGY

Most people do not possess a natural talent for teaching. The art of teaching requires the knowledge of educational methodologies as well as practise. Although many librarians are involved in teaching formal classes or giving tours, they are "ill prepared for these instructional positions."[5] There are several ways to prepare for teaching, some of which will be discussed below. In 1985, Butler published a series of three very informative articles on the teaching and learning process. He developed seven "general factors (which are) critical to learning new knowledge and skills".[24] These seven general factors are listed below, and can be used as a guide in preparing an end-user training course.

1. SITUATION: The participant brings to class a background knowledge of libraries, information searching and relevant literature in his/her discipline; the level of interest and preferred style of learning. Therefore, the course planner should ensure a cohesive group for best results; ascertain the student's level of knowledge and expertise; and vary the teaching methods, employing appropriate audio-visual aids, hands-on time, and discussion.

2. MOTIVATION: The instructor should ask the students why they are taking the course. The responses will provide background information on the participants, thus allowing the instructor to tailor the course content to suit the audience. To further motivate the students, the instructor should invite them to participate actively by providing examples on which to search or requiring them to do the online demonstrations.

3. ORGANIZATIONS: People learn more easily if they can relate the new material to what they already know.[25] Therefore, the instructor should build on their knowledge of other search tools that they may have used by presenting the material in an organized and related manner.

4. APPLICATION: Butler states that "--some means must be used to insure that students directly interact with the new information being conveyed, as it is being conveyed".[26] Each time new material is presented, the instructor should allow the participants

time to practise that technique online.

5. EVALUATION: This is an important part of the teaching/learning process. "Being apprised of the results, comparing the results, valuing the results, and making choices comprise a key stage in the teaching/learning process".[26] The instructor should evaluate the students' progress throughout the course. The students should also be given time to evaluate their own search results. Did they retrieve relevant material? Why? Why not?

6. REPETITION: Since practice increases overall learning, the instructor should allow sufficient practice time during each session.

7. GENERALIZATION: According to Butler, "the ultimate goal of the teaching/learning process is not only to pass on to students a particular body of knowledge and skills but also to insure that those students can transfer, translate and apply them beyond the confines of the classroom".[27] The instructor could assist the participants in applying the concepts just taught to their own clinical situation.

EVALUATION OF THE COURSE

The last item in the planning process is the design of the course evaluation form. At the end of each end-user training course, the participants should be encouraged to fill out and submit (anonymously) an evaluation form. This is an efficient way to receive the feedback which is needed to perfect the course content and method of teaching. The form should provide the participants with the opportunity to rate the following:

1) Length of the course;
2) Content of the course; the level of difficulty of the material presented; the quality of the handouts; the relevance of the examples;
3) Quality of instruction, method of delivery;
4) Degree of learning
5) Time of day the course is offered.

These items can be rated on a scale from high to low. Open-ended questions that allow the participant to offer comments are also very helpful. Questions which can elicit helpful information are:

1) What was the best feature of the course?
2) What was the worst feature of the course?
3) Were your personal objectives met? If not, why not?
4) Will you recommend this class to your colleagues?

The same principles used in designing the questionnaire for the needs assessment apply here. Formulate the questions, and pretest them. Make sure they are stated in such a way that the participant knows what information you are seeking. The responses can be very helpful in preparing future end-user training courses.

CONCLUSION

The preparatory work in setting up an end-user training course is extensive and requires a lot of time, thought, patience and energy. However, it is essential to have such a package ready before the classes start for the following reasons:

1) If the instructor is unable to give the course, another person can take over with the minimum amount of preparation;

2) The policies can act as a backup document for the library staff if the instructor is not present to answer questions;
3) A complete package of the course, plus documentation of preparation time and the costs involved, can be presented as evidence of the need for more staff or money.

The numerous articles in the literature on end-user searching have helped many librarians prepare a course curriculum. This article has attempted to add to that body of literature, addressing some new issues and detailing others.

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FROM THE HEALTH SCIENCES RESOURCE CENTRE

Mary Low

Health Sciences Resource Centre
Canada Institute for Scientific and Technical Information
Ottawa, Ontario

MLA 1990 Conference - Detroit - Highlights

News from the National Library of Medicine:

- Version 5.0 of GRATEFUL MED for IBM PCs and compatible computers is now available from NTIS. All copies come with a new "How To" tutorial and Trouble-shooting Guide. The mailing of new orders as well as upgrades to those with version 4.0 has been completed. If you have not received your copy by June 1st, contact NTIS directly at (703) 487-4660.

  New features include:

  *TED, a text editor
  *Standard and Abridged MeSH files
  *separate SETUPs for MEDLINE, TOXNET, PDQ and BBS
  *access through 4 COM ports supported
  *Edit modem commands an option from SETUP menu
  *access to AMA/NET (separate account from AMA needed)
  *revised error messages
  *improved network switching when problems occur

- Version 1.5 of GRATEFUL MED for the Macintosh will be released in September 1990. This new version will include a tutorial at no additional charge.

- Demonstration disks produced for both the IBM and Macintosh versions of GRATEFUL MED

- MEDLEARN, the computer-assisted instruction program on MEDLARS, will be discontinued around July 1990.

- Revised and updated editions of MEDTUTOR and TOXLEARN, two NLM microcomputer-based self-instruction packages for MEDLINE and TOXLINE respectively, will be available this summer. Watch for price and availability announcements in future issues of the **NLM Technical Bulletin**.

- MEDLINE will be updated weekly, except in November and December, starting June 1990.

- **Gratefully Yours**, a general newsletter for end-users, will be published alternately with the **NLM Technical Bulletin** beginning June 1990.

- 1991 **Annotated MeSH** will include a new "consider also" (CX) cross reference pointing to other terms such as Greek and Latin roots.

- "Use of the Critical Incident Technique to Evaluate the Impact of MEDLINE", a scientific study and systematic analysis of the

impact of MEDLINE searches on clinical decision-making and other professional activities, is available from NTIS with the order number PB90-142522/GBB.

Price: $39 US (hardcopy)/$11 US (microfiche) + $3 US shipping.

- BIOTECHSEEK - watch for the release of this new database. It will cover biotechnology journals not indexed in MEDLINE.

- New **PDQ User Guide** will be available this summer from:

  PDQ User Guide/QK
  International Cancer Information Centre
  National Cancer Institute
  Building 82, Room 100G
  Bethesda, Maryland 20892
  U.S.A.

- AIDSTRIALS, AIDSDRUGS, ChemID, and DENTALPROJ to be available to Canadians June 1990.

DU CENTRE BIBLIOGRAPHIQUE DES SCIENCES DE LA SANTE

Mary Low

Centre bibliographique des sciences de la santé
Institut canadien de l'information scientifique et technique
Ottawa, Ontario

Conférence de MLA - Detroit - Faits saillants

Nouvelles de la NLM:

- La version 5.0 de GRATEFUL MED pour les ordinateurs personnels d'IBM et les ordinateurs compatibles est maintenant disponible par l'entremise du NTIS. Toutes les copies sont accompagnées d'une disquette d'initiation à l'interrogation de GM appelée "How To" et d'un manuel ayant pour titre "Troubleshooting Guide". La mise à la poste des nouvelles commandes et des extensions pour les abonnés possédant la version 4.0 a été complétée. Si vous n'avez pas reçu votre copie d'ici le 1er juin 1990, communiquer directement avec le NTIS à (703) 487-4660.

Quelques nouvelles fonctions:

*Ted, un éditeur de texte
*fichiers classique et abrégé de MeSH
*installations séparées pour MEDLINE, TOXNET, PDQ et BBS
*choix de 4 points d'accès de COM
*commandes pour éditer le modem, une option dans le menu de l'installation
*accès au AMA/NET (besoin d'un compte assigné par l'AMA)
*messages d'erreur révisés
*commutation du réseau améliorée lorsque des problèmes surviennent

- La version 1.5 de GRATEFUL MED pour le Macintosh sera disponible en septembre 1990. Cette nouvelle version inclura un tutoriel sans coût additionnel.

- Des disques de démonstration ont été produits pour les versions IBM et Macintosh de GRATEFUL MED.

- MEDLEARN, le programme d'instructions assisté par ordinateur sera discontinué en juillet 1990.

- Les éditions révisées et mises à jour de MEDTUTOR et de TOXLEARN, deux logiciels d'auto-apprentissage de la NLM pour l'interrogation de MEDLINE et de TOXLINE respectivement, seront disponibles cet été. Surveillez l'annonce qui paraîtra dans un des prochains **NLM Technical Bulletin** dans laquelle vous trouverez tous les renseignements pour les commander.

- MEDLINE sera mise à jour hebdomadairement, sauf en novembre et en décembre, à partir du mois de juin 1990.

- **Gratefully Yours**, un bulletin général pour les utilisateurs finals, sera publié alternativement avec le **NLM Technical Bulletin** à partir du mois de juin 1990.

- La version 1991 d'**Annotated MeSH** inclura un nouveau pointeur de renvois à d'autres termes, telles que les racines grecques et latines. Ce pointeur est appelé "consider also" (CX).

- "Use of the Critical Incident Technique to Evaluate the Impact of MEDLINE", une étude scientifique et une analyse systématique de l'impact des recherches effectuées dans la base de données de MEDLINE, sur la prise de décision clinique et sur d'autres activités professionnelles, peut être commandée du NTIS. Le numéro de publication est PB90-142522/GBB.

  Prix: 39$ (US) imprimé / 11$ (US) microfiche + 3$ (US) frais de port et de manutention.

- BIOTECHSEEK - surveillez le lancement de cette nouvelle base de données. Elle contiendra les références des périodiques biotechnologiques qui ne sont pas indexés dans MEDLINE.

- Le nouveau **PDQ User Guide** sera disponible cet été au centre suivant:

  PDQ User Guide/QK
  International Cancer Information Center
  National Cancer Institute
  Building 82, Room 100G
  Bethesda, Maryland 20892
  U.S.A.

- AIDSTRIALS, AIDSDRUGS, ChemID et DENTALPROJ seront disponibles pour les abonnés canadiens en juin 1990.

NEWS AND NOTES

PEOPLE ON THE MOVE

Peter Schoenberg, has become the librarian at the Glenrose Rehabilitation Hospital as of May 1, 1990, leaving the University of Alberta's John W. Scott Health Sciences Library. Previously, the Glenrose Library was staffed by .7 of a clinical records position. The addition of a librarian and a soon to be hired library technician will allow for many changes, new services, and a greater level of service and visibility for the library. The Glenrose is the major rehabilitation centre for northern Alberta, and is in the process of moving to a nearly completed facility. The library moves into its new, improved space on July 18, 1990. Despite the excitement and challenges of this new position, it was not easy to leave the former position. Not only was it a first real job; additionally, it was the position that lured me over the mountains and onto the prairies. Most of all, it is difficult to say good-bye to colleagues who have become friends.

To any or all rehabilitation librarians out there, I would be interested in hearing from you regarding collection development, ILL's, online resources, and generally establishing contacts. Library Address: Library, Glenrose Rehabilitation Hospital, 10230 111 Avenue, Edmonton, Alberta T5G 0B7 (403) 471-2262 ext.2292 (extension will change on July 18, 1990)

Elizabeth Sutherland, has been appointed as the new Health Sciences Librarian at Dalhousie University, effective August 27, 1990. As Health Sciences Librarian, Ms. Sutherland will serve as head of the W.K. Kellogg Health Sciences Library.

Ms. Sutherland comes to the Kellogg Health Sciences Library with many years experience in the research library field, including positions as Acting Chief, Library Services, Scotia-Fundy Region, Federal Department of Fisheries & Oceans, Head, Halifax Library, Department of Fisheries & Oceans, and Head, Library Services, Bedford Institute of Oceanography.

Ms. Sutherland received her Master of Library Science degree from Dalhousie University. She has been very active in a variety of regional and international professional associations. She has held various offices and participated in the programs of the International Association of Marine Science Libraries and Information Centres, the Canadian Library Association, and the Atlantic Provinces library Association. She has served on the Canadian Institute for Scientific & Technical Information Advisory Committee on Automated Storage and Retrieval.

Esther Wines, has been appointed library technician at London Psychiatric Hospital Library. Prior to this appointment, Esther provided library services at Victoria Hospital's satellite library at the Westminster Campus, also located in London, Ontario.

POSITION AVAILABLE

LIBRARY DIRECTOR

B.C. MEDICAL LIBRARY SERVICE

Position to commence April 1, 1991 with applications submitted by October 15, 1990. B.C.M.L.S. is a province-wide information service to physicians funded by the College of Physicians and Surgeons of British Columbia with headquarters close to downtown Vancouver. Budget in excess of $600,000. Staff of 10.7 F.T.E. Responsibilities include: administration, collection development, automation planning, public relations, hospital library consultation.

Qualifications: M.L.S. from accredited library school or equivalent, administrative experience, some knowledge of health sciences literature, reference and library technologies. Public relations ability and good writing and teaching skills desirable.

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Replies with Resume and References to: Mr. C. William Fraser, B.C. Medical Library Service, 1807 West 10th Avenue, Vancouver, B.C. V6J 2A9

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11 September 1990	Hospital Library Networking: The Hamilton Experience		Linda Panton
02 October 1990	Volunteers in the Medical Library		Mary Gillies
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13 November 1990	Resources in Geriatrics for the Hospital Library		Madeline Grant
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22 January 1991	Database Management		Dorothy Davey

NEW DIRECTIONS -- CHLA/ABSC ANNUAL CONFERENCE
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CALL FOR PAPERS

Following the tremendous success of the contributed papers session at the 1990 CHLA/ABSC conference in Edmonton, the 1991 conference organizers are planning a similar session. The contributed papers session is your chance to tell your colleagues about innovative programmes or services, new developments, or ideas. If you or your library are involved in an interesting project or have a new solution to an old problem, please consider submitting an abstract to the contributed papers session. To be considered for the session, please submit a short abstract (300 words or less) of your proposed presentation. The Programme Committee will evaluate all submissions and notify selected contributors. Each presenter will have 20 minutes with an additional 10 minutes for questions. Deadline for submission of abstracts is **December 1, 1990**. Notification of acceptance by January 1, 1991.

Please send abstracts to: Michael Ridley, Programme Chairperson, CHLA/ABSC '91, Health Sciences Library, McMaster University, 1200 Main Street West, Hamilton, Ontario L8N 3Z5 (416) 525-9140 ext. 2326

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